From: Jessica Ferguson [jferguson@crgt.com]

**Sent**: 1/14/2015 1:09:52 AM

To: Ferko, Dan [Ferko.Daniel@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]

CC: ADC Project Coordinators [ADC\_Project\_Coordinators@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Hare, Vickie

[Hare.Vickie@epa.gov]; Fogarty, Stephen [Fogarty.Stephen@epa.gov]; Childers, Paula [Childers.Paula@epa.gov];

Svitlana Shlykova [sshlykova@crgt.com]

Subject: RE: RAM issue on Ex. 4 CBI

From my standpoint I think we are good with not having the meeting tomorrow.

Thanks for digging into this.

Jess

From: Ferko, Dan [mailto:Ferko.Daniel@epa.gov]

Sent: Tuesday, January 13, 2015 5:08 PM

To: Karrie, Joan; Jessica Ferguson

Cc: ADC Project Coordinators; Li, Wei; Hare, Vickie; Fogarty, Stephen; Childers, Paula; Svitlana Shlykova

Subject: RE: RAM issue on Ex. 4 CBI

Joan, Jess,

We have discovered that sum is currently operating with 4G RAM. Our notes indicate that we moved from a dedicated environment where the comparable app server had 20G RAM (Ex. 4 CBI). My notes indicate that we originally requested to have 20G also. Since the move to your dedicated env, we also had a sum to sum

In any case, I do not believe there are any problems introduced with new versions of the EMP apps, and that the current problems are simply that the server is under-resourced. [Example 400] and Hosting are working to come up with an appropriate RAM setting. The technical teams will coordinate if any outages are needed and Stephen will coordinate regarding any billing changes.

We are happy to have the meeting tomorrow, but please let us know if you feel we no longer need it.

Thanks, Dan

From: Karrie, Joan

Sent: Tuesday, January 13, 2015 3:29 PM

**To:** Ferko, Dan; Childers, Paula; Jessica Ferguson; Svitlana Shlykova **Cc:** ADC Project Coordinators; Li, Wei; Hare, Vickie; Fogarty, Stephen

Subject: RE: RAM issue on Ex. 4 CBI

Thanks Dan - appreciate it.

Joan Karrie

Special Assistant EPA/OSWER/OEM MC 5104A

WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469 Cell: Ex.6 Personal Privacy (PP)

From: Ferko, Dan

Sent: Tuesday, January 13, 2015 3:21 PM

**To:** Karrie, Joan; Childers, Paula; Jessica Ferguson; Svitlana Shlykova **Cc:** ADC Project Coordinators; Li, Wei; Hare, Vickie; Fogarty, Stephen

Subject: RE: RAM issue on Ex. 4 CBI

Joan,

We will coordinate with Jess to get a meeting scheduled with all the key personnel asap.

Thanks, Dan

From: Karrie, Joan

Sent: Tuesday, January 13, 2015 2:52 PM

**To:** Ferko, Dan; Childers, Paula; Jessica Ferguson; Svitlana Shlykova **Cc:** ADC Project Coordinators; Li, Wei; Hare, Vickie; Fogarty, Stephen

Subject: RE: RAM issue on Ex.4 CBI

Dan, I don't understand the problem and why it's happening now when it never did before and why only on the Production Equipment Tracking but not on the Equipment Tracking Training/Demo application that's the same except for color variations and which DB it hits. I would like you to work with Jess (CRGT) to determine if it can be fixed or if we really do need the extra RAM forever. I wouldn't understand the technical stuff very well anyway, but if you all can work together and make a concerted recommendation, I would certainly be open to hearing it. thanks

Special Assistant EPA/OSWER/OEM

Joan Karrie

MC 5104A WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469 cell: Ex. 6 Personal Privacy (PP)

From: Ferko, Dan

**Sent:** Tuesday, January 13, 2015 12:46 PM

To: Childers, Paula; Jessica Ferguson; Svitlana Shlykova

Cc: Karrie, Joan; ADC Project Coordinators; Li, Wei; Hare, Vickie; Fogarty, Stephen

Subject: RE: RAM issue on Ex. 4 cm

Jess, Joan,

I'm wondering how much discussion is needed. If there is nothing temporary on that is consuming RAM and will go away, then the permanent apps on there are pushing the RAM limits and we recommend more. Do you need additional info to help make your decision about adding more, or how much more to add? Please let me know.

Thanks,

Daniel Ferko, PMP (Contractor)
Project Manager
CGI Federal
ferko.daniel@epa.gov
(919)294-0808

From: Childers, Paula

**Sent:** Tuesday, January 13, 2015 11:03 AM

To: Jessica Ferguson; Svitlana Shlykova; Ferko, Dan

Cc: Karrie, Joan; ADC Project Coordinators; Li, Wei; Hare, Vickie

Subject: Re: RAM issue on Ex. 4 CBI

Unfortunately, I have meetings today at 11:30, 1, 2, and 3, and I think we really need someone from the Hosting team available if you want to discuss resource allocation on Ex. 4 CBI

Dan if you &/or the ADC coordinators can find a short time to schedule something...?

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Jessica Ferguson < <a href="mailto:jferguson@crgt.com">jferguson@crgt.com</a>>
Sent: Tuesday, January 13, 2015 10:55 AM
To: Childers, Paula; Svitlana Shlykova; Ferko, Dan

Cc: Karrie, Joan

Subject: RE: RAM issue on Ex.4 cBi

Dan/Paula,

At this point, may I suggest that we have a phone call to further discuss this? Our calendars are open until 3 PM today.

Thanks, Jess

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Tuesday, January 13, 2015 10:02 AM

To: Svitlana Shlykova

Cc: Jessica Ferguson; Karrie, Joan; Ferko, Dan

Subject: Re: RAM issue on Ex. 4 CBI

Per Joan's email, I have restarted - and per Svitlana's note below, I have also moved off the **Ex. 4 CBI** out log files for Equipment and Equipmenttest prior to the restart. I checked and FR / FRtest also had large catalina.outs so I also archived those & restarted.

At the moment, the swap usage has dropped by about half, but that is almost certainly going to change as the newly-restarted apps are used. The base RAM is still almost completely utilized (the only part not used at any given

moment appears to be that which is being released by running processes in dynamic reallocation), and a good bit of usage is still present for swap.

# Ex. 4 CBI

In other words, you still need RAM, soon.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Svitlana Shlykova <<u>sshlykova@crgt.com</u>> Sent: Tuesday, January 13, 2015 9:29 AM

To: Childers, Paula

Cc: Jessica Ferguson; Karrie, Joan; Ferko, Dan

Subject: RE: RAM issue on Ex.4 CBI

Paula, also if the logs file are huge, it's better to archive them and let the tomcat create the new ones.

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Tuesday, January 13, 2015 9:12 AM

To: Svitlana Shlykova

Cc: Jessica Ferguson; Karrie, Joan; Ferko, Dan

Subject: Re: RAM issue on Ex. 4 cBI

Hi Svitlana/all;

I've made these changes:

### Ex. 4 CBI

and

### Ex. 4 CBI

I'm assuming these incorrect settings were reintroduced at the last WAR deployment, as I seem to recall having made these same changes before.

Joan, I will need your permission to restart the Tomcat during the day to pick up these changes. Otherwise they will take effect at the next restart (midnight).

Just FYI, I sincerely doubt this is going to have much of an effect on the overall server condition. Here's the current stats on memory usage:

Mem: Swap: Ex. 4 CBI

Thanks, Paula Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Svitlana Shlykova <<u>sshlykova@crgt.com</u>> Sent: Tuesday, January 13, 2015 8:35 AM

**To:** Childers, Paula **Cc:** Jessica Ferguson

Subject: RAM issue on Ex. 4 CBI

Hi Paula,

- 1) Can you please check if log4j for equipment is set to DEBUG level, if so please change to INFO. Also please make sure that <u>Ex. 4 CBI</u> = ERROR
- 2) Please check the file Ex. 4 CBI

  Make sure that "Ex. 4 CBI" is set to bolded text.

# Ex. 4 CBI

And

Ex. 4 CBI

Hope it will help.

The Equipment Ex. 4 CBI needs to be restarted to activate new settings.

Thanks, Svitlana.

Svitlana Shlykova Software Developer CRGT Inc 11921 Freedom Drive, Suite #1000 Reston, VA 20190 <u>sshlykova@crqt.com</u> O: 703-326-0888 ext.265

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From: Ferko, Dan [Ferko.Daniel@epa.gov]

**Sent**: 6/3/2014 1:52:27 PM

To: Karrie, Joan [Karrie.Joan@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]; Jessica Ferguson

[jferguson@crgt.com]; Dunham, Adam [Dunham.Adam@epa.gov]; brittany.lawson@cgifederal.com

CC: Svitlana Shlykova [sshlykova@crgt.com]; Cindy Fan [cfan@crgt.com]; emp-helpdesk@crgt.com; Spradling, LeAnn

[Spradling.LeAnn@epa.gov]; Rushing, Stephen C. [Rushing.Stephen@epa.gov]

Subject: RE: EMP Apps Having Issues

Hello Joan and all,

Need some more info on the slowness.

Is it slow for everyone?

Is the slowness after the authentication and authorizations steps, or are those involved and possibly contributing?

Once you get to the apps, are they responding normally?

Any info about what's going on (in the code) at the point that things are slow, will be helpful.

Dan

From: Karrie, Joan

Sent: Tuesday, June 03, 2014 9:19 AM

**To:** Childers, Paula; Jessica Ferguson; Dunham, Adam; Ferko, Dan; brittany.lawson@cgifederal.com **Cc:** Svitlana Shlykova; Cindy Fan; emp-helpdesk@crgt.com; Spradling, LeAnn; Rushing, Stephen C.

Subject: RE: EMP Apps Having Issues

Paula, I am able to get in now. Once we get all this stable, could we start to figure out why getting into the apps is now so slow?

Joan Karrie

Information Management Specialist EPA/OSWER/OEM/RMD

MC 5104A WJC B517G

karrie\_joan@epa.gov Work: 202-564-9469

From: Childers, Paula

Sent: Tuesday, June 03, 2014 9:03 AM

To: Jessica Ferguson; Dunham, Adam; Ferko, Dan; brittany.lawson@cgifederal.com

Cc: Karrie, Joan; Svitlana Shlykova; Cindy Fan; emp-helpdesk@crgt.com; Spradling, LeAnn; Rushing, Stephen C.

Subject: RE: EMP Apps Having Issues

Hi Jess/all;

Try it now - if it is working again, I think I may have an idea of what is happening. I am not sure \*why\*, but I think it will be easy to implement a workaround.

It looks like some of the **Ex. 4 CBI** connections are dying off overnight, most likely from an idle timeout somewhere, and for some reason they aren't refreshing or renewing without a restart of **Ex. 4 CBI**. Our newer **Ex. 4 CBI** installs are handling their own log rolling now, and therefore are no longer being restarted nightly by external scripting. However, if a nightly restart of **Ex. 4 CBI** will "fix" the issue, that is very easy to (re)implement. I wish I knew why it was happening, though, as I don't like just working around things, I'd prefer to actually fix them, if you know what I mean.

Thanks, Paula

Paula Childers | Consultant | CGI Federal ITS-EPA II Custom Applications Management 2800 Meridian Parkway, Suite 150, Durham, NC 27713 childers.paula@epa.gov | paula.childers@cgifederal.com | 919-294-3722

From: Jessica Ferguson < <a href="mailto:jferguson@crgt.com">jferguson@crgt.com</a>>

Sent: Tuesday, June 3, 2014 8:06 AM

To: Dunham, Adam; Childers, Paula; Ferko, Dan; brittany.lawson@cgifederal.com; WAM\_Support

Cc: Karrie, Joan; Svitlana Shlykova; Cindy Fan; <a href="mailto:emp-helpdesk@crgt.com">emp-helpdesk@crgt.com</a>; Spradling, LeAnn; Rushing, Stephen C.

Subject: RE: EMP Apps Having Issues

Looks like we are having problems again this morning. I currently am not able to log into Field Readiness and CCAT again...after putting in my user name and password the browser just sits and sits and they never comes up. Oil DB, Equipment, and EMP Admin were ok though.

Thanks, Jess

From: Jessica Ferguson

Sent: Monday, June 02, 2014 4:09 PM

**To:** 'Dunham, Adam'; Childers, Paula; Ferko, Dan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; WAM\_Support **Cc:** Karrie, Joan; Svitlana Shlykova; Cindy Fan; EMP-Helpdesk; Spradling, LeAnn; Rushing, Stephen C.

Subject: RE: EMP Apps Having Issues

Paula,

Looks like whatever it was, is better now. The apps are all coming up...any ideas about what's causing this? I was having some similar issues on Friday as well.

Thanks,

From: Dunham, Adam [mailto:Dunham.Adam@epa.gov]

**Sent:** Monday, June 02, 2014 2:44 PM

**To:** Childers, Paula; Jessica Ferguson; Ferko, Dan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; WAM\_Support **Cc:** Karrie, Joan; Svitlana Shlykova; Cindy Fan; EMP-Helpdesk; Spradling, LeAnn; Rushing, Stephen C.

Subject: RE: EMP Apps Having Issues

None of which we are aware.

Loads and processes are running fine.

Adam Dunham | Senior Consultant CAP EPA CAM | CGI Federal 2800 Meridian Pkwy, Durham, NC T: 919-294-3731 | M: 989-213-5092

#### Dunham.Adam@epa.gov

From: Childers, Paula

Sent: Monday, June 02, 2014 2:36 PM

To: Jessica Ferguson; Ferko, Dan; brittany.lawson@cgifederal.com; WAM\_Support

Cc: Karrie, Joan; Svitlana Shlykova; Cindy Fan; emp-helpdesk@crgt.com; Spradling, LeAnn; Rushing, Stephen C.

Subject: RE: EMP Apps Having Issues

I am seeing some odd errors in the Ex. 4 CBI logs (see below) (not Ex. 4 CBI they seem fine...?). I bounced Ex. 4 CBI let's see if they clear up... WAM team, are having any issues with Production OID?

[Mon Jun 02 13:52:05 2014] [error] [client **Ex. 4 CBI** The HTTP Authorization header does not have the expected format for basic authentication., referer: **Ex. 4 CBI** bengal.rtpnc.epa.gov:8889: Connection refused

Thanks, Paula

Paula Childers | Consultant | CGI Federal ITS-EPA II Custom Applications Management 2800 Meridian Parkway, Suite 150, Durham, NC 27713 <a href="mailto:childers.paula@epa.gov">childers.paula@epa.gov</a> | paula.childers@cgifederal.com | 919-294-3722

From: Jessica Ferguson < iferguson@crgt.com>

Sent: Monday, June 2, 2014 2:28 PM

To: Ferko, Dan; Childers, Paula; brittany.lawson@cgifederal.com

Cc: Karrie, Joan; Svitlana Shlykova; Cindy Fan; emp-helpdesk@crgt.com

Subject: EMP Apps Having Issues

Hi All,

We're having various issues accessing our apps today. The environment seems a little unstable as sometimes an app comes up and then later it seems to be down giving us either "Not Found" messages(e.g. FR) or just never coming up at all (e.g. CCAT). Any ideas what may be going on?

Thanks!

Jess Ferguson

Project Manager

CRGT Inc

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iferguson@crgt.com

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From: Ferko, Dan [Ferko.Daniel@epa.gov]

**Sent**: 5/30/2014 1:26:23 PM

To: Childers, Paula [Childers.Paula@epa.gov]

Subject: ADC3103 - EMP Dedicated

#### Paula,

Joan has asked for us to compile a list of issues encountered during the cutover...primarily for us to document them so they don't occur in the future.

For any issues encountered during the recent EMP cutover, that were within your role/responsibility, please provide a short issue description and resolution.

For example, for the DB migration we will list something like...

Issue = Exports/Imports did not include updated view definitions Resolution = Alter export scripts to include view definitions

Perhaps there were none, and if so just let me know.

Thanks, Dan

From: Ferko, Dan [Ferko.Daniel@epa.gov]

**Sent**: 5/30/2014 2:44:26 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Dunham, Adam [Dunham.Adam@epa.gov]; Li, Wei [Li.Wei@epa.gov];

Lawson, Brittany [Lawson.Brittany@epa.gov]

Subject: Ex.4 CBI EMP Dedicated

ΑII,

Joan Karrie had asked for, and I've compiled below, a list of issues that we encountered during the recent EMP migration. I will send this to Joan but wanted to have you all review it first. Joan's primary intention is to compile knowledge and use it going forward. Please let me know if any additions are needed, or if any wording needs tweeking.

Database Issue: The largest database issue had to do with Ex. 4 CBI views, which are essentially stored database queries. The export/import process we used was supposed to replace all view definitions, but it didn't. When we started testing, we realized that the latest view definitions were not migrated, and that we had "old" views, with recently added columns missing. This was causing problems with any of the EMP apps that referenced views. There was a similar issue with updated Ex. 4 CBI synonyms.

Resolution: Re-import the data.

Future: Confirm after export/import that view definitions, synonyms, etc. were updated and match the source database.

Database Issue: Database packages are left in an unusable state after export/import. Any EMP apps that reference stored Ex. 4 CBI procedures directly or indirectly, would be impacted.

Resolution: Recompile the packages.

Future: Run scripts that identify any packages that need recompiling, and have the scripts direct recompilation of those packages.

Database Issue: Missing or incorrectly assigned grants on Ex. 4 CBI objects.

Resolution: Drop and re-establish grants.

Future: Run scripts to compare source and target object grants and identify and resolve any differences.

WAM Integration Issue: Despite all reconfiguration efforts, the webgate was not communicating with the Access servers. This impacted the ability for users to authenticate.

Resolution: Reinstalled Ex. 4 CBI and applied patches

Future: New installations of webgate may be needed for similar app migrations

Server Network Configuration Issue: Ex. 4 CBI was not able to bind to the IPv6 address for Ex. 4 CBI Resolution: Restarted network service on Ex. 4 CBI

Future: For migration of VIPs, a restart of the network service is required to register the IPv6 address

Thanks, Dan

From: Ferko, Dan [Ferko.Daniel@epa.gov]

**Sent**: 7/10/2014 6:34:46 PM

**To**: Dunham, Adam [Dunham.Adam@epa.gov]

CC: Childers, Paula [Childers.Paula@epa.gov]; Svitlana Shlykova (sshlykova@crgt.com) [sshlykova@crgt.com]; Karrie,

Joan [Karrie.Joan@epa.gov]; Pavani Pudota (ppudota@crgt.com) [ppudota@crgt.com]; Kocher, John

[Kocher.John@epa.gov]; Jessica Ferguson (jferguson@crgt.com) [jferguson@crgt.com]

**Subject**: RE: Testing of EMP Admin 11.5

Adam,

Is there a date planned for the production portal to be updated to allow passwords >40 in length?

Is there any reason not to deploy the updated app, with the Portal part pending?

Thanks,

Dan

From: Svitlana Shlykova [mailto:sshlykova@CRGT1.onmicrosoft.com]

Sent: Thursday, July 10, 2014 2:20 PM

To: Kocher, John; Ferko, Dan; Pavani Pudota; Jessica Ferguson; Karrie, Joan

Cc: Dunham, Adam; Childers, Paula; Pavani Pudota; Sung Cho

Subject: RE: Testing of EMP Admin 11.5

Dan/Joan one more thing on this topic:

It looks like the production portal is still takes only about 40 characters for password. I think we can deploy our change to production but users still will not be able to use long passwords due to portal limitation. When the production portal will be fixed than there will be no need to change anything on our side.

What do you think, should we go with production deployment now or wait for portal been fixed first?

Thanks, Svitlana.

From: Kocher, John [mailto:Kocher.John@epa.gov]

Sent: Thursday, July 10, 2014 9:22 AM

To: Ferko, Dan; Pavani Pudota; Svitlana Shlykova; Jessica Ferguson

Cc: Karrie, Joan; Dunham, Adam

Subject: RE: Testing of EMP Admin 11.5

Dan:

I added a user to the OEM\_General group in staging and changed the password for that user to password that was 30 characters long.

I was able to successfully log into the WAA home page and the OEM equipment page,

**Ex. 4 CBI** as that user using the 30 character password.

Please let us know what else we can do to help.

John Kocher|Senior Consultant|CGI Federal ITS-EPA II Custom Applications Mangement WAM Support 2800 Meridian Parkway

Durham, NC 27713

Phone: 919 294 0132

Please consider the environment before printing this email

Email: kocher.john@epa.gov

From: Ferko, Dan

Sent: Wednesday, July 09, 2014 5:52 PM

To: Pavani Pudota (ppudota@crqt.com); Svitlana Shlykova (sshlykova@crqt.com); Jessica Ferguson

(jferguson@crgt.com)

Cc: Karrie, Joan; Dunham, Adam; Kocher, John

Subject: Testing of EMP Admin 11.5

Hello Pavani, Svitlana, Jessica,

On the call today, you mentioned that you had difficulty testing EMP Admin 11.5 because of a problem with the Staging portal. I talked with Adam and John, who acknowledged that there was a staging portal problem that was resolved today. They haven't had time to fully test things out, so there may still be other issues. Please try your testing again and let us know the results. If any errors are encountered, please send a screenshot.

Thanks,

Daniel Ferko, PMP (Contractor)
Project Manager
CGI Federal
ferko.daniel@epa.gov
(919)294-0808

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From: Ferko, Dan [Ferko.Daniel@epa.gov]

**Sent**: 6/6/2014 4:31:38 PM

To: Carraway, Arthur [Carraway.Arthur@epa.gov]; Smith, Anthony [Smith.Anthony@epa.gov]; Atai, Micha

[Atai.Micha@epa.gov]; Kinney, Brian [Kinney.Brian@epa.gov]

CC: Childers, Paula [Childers.Paula@epa.gov]; Ouellette, Dave [Ouellette.David@epa.gov]; Smith, Doug L

[Smith.Douglas@epa.gov]; Li, Wei [Li.Wei@epa.gov]

**Subject**: EMP OILDB application down in Production!

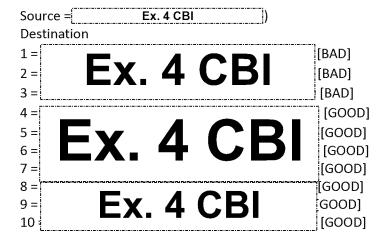
Importance: High

To all involved in the investigation so far, please read below and let everyone know if we've turned up any other relevant info.

#### Network team:

The production outage issue is that EMP OILDB application is down right now. The communication problem appears to be between the Ex. 4 CBI and the Ex. 4 CBI database server in the intranet. Packet analysis yesterday shows a high rate of failures w/regard to transmissions between those servers.

David Ouellette has what we believe is supporting evidence of the problem. His experience has been slow file transfers between certain servers. He ran a test today, transferring a file from the <code>Ex.4cBl</code> server, which is on the <code>sc.4cBl</code> subnet (.222.55) to ten different servers on the <code>sc.4cBl</code> subnet. No firewalls crossed. Seven of the destinations had file transfer rates of ~50Mbps (GOOD). Three of them had transfer rates of <5MBps (BAD). For Dave's test today, the actual server and IPs are listed below. We are told that the network components (switches, routers, etc.) are the same for all ten transfers.



Please let us know how we can help troubleshoot.

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808

From: Ferko, Dan [Ferko.Daniel@epa.gov]

**Sent**: 6/9/2014 10:33:13 PM

To: Karrie, Joan [Karrie.Joan@epa.gov]

CC: Svitlana Shlykova [sshlykova@crgt.com]; Smith, Doug L [Smith.Douglas@epa.gov]; Childers, Paula

[Childers.Paula@epa.gov]; Scheitlin, Tom [Scheitlin.Tom@epa.gov]; Sczepanski, David [Sczepanski.David@epa.gov]; Fogarty, Stephen [Fogarty.Stephen@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Kearns, Mike (CGI Federal)

[Mike.Kearns@cgifederal.com]

**Subject**: RE: EMP issues: MAJOR progress but uncovered firewall issue

Joan,

The normal FRR process is weekly, and a new FRR would go through internal review tomorrow, and formal review/approval on Thursday, with implementation Thursday or Friday evening. An emergency FRR will be carried out sooner than that. Please let me know the urgency for the FRR.

Thanks,

Daniel Ferko, PMP (Contractor)
Project Manager
CGI Federal
ferko.daniel@epa.gov
(919)294-0808

**From:** Fogarty, Stephen

**Sent:** Monday, June 09, 2014 6:20 PM

**To:** Ferko, Dan; Jessica Ferguson; Kearns, Mike (CGI Federal)

Cc: Svitlana Shlykova; Smith, Doug L; Childers, Paula; Karrie, Joan; Scheitlin, Tom; Sczepanski, David

Subject: RE: EMP issues: MAJOR progress but uncovered firewall issue

Dan,

Let me know the FRR# (new or modified) and I will push it/work it with Ski. Thank you

From: Ferko, Dan

Sent: Monday, June 09, 2014 6:03 PM

To: Jessica Ferguson; Kearns, Mike (CGI Federal)

Cc: Svitlana Shlykova; Smith, Doug L; Fogarty, Stephen; Childers, Paula; Karrie, Joan

Subject: RE: EMP issues: MAJOR progress but uncovered firewall issue

Jess and Mike,

I'm hearing that we need a firewall rule to allow 443 from (EX.408) production (EX.408) app server) over to the test (EX.408) node (EX.4 CBI) to accommodate the OilDB training instance.

Please confirm this is what's needed and I'll submit an FRR to make it happen.

Dan

From: Childers, Paula

Sent: Monday, June 09, 2014 1:00 PM

To: Karrie, Joan; Ferko, Dan; Jessica Ferguson

Cc: Spradling, LeAnn; Svitlana Shlykova; Smith, Doug L; brittany.lawson@cgifederal.com; Smith, Anthony; Kearns, Mike

(CGI Federal); Fogarty, Stephen; Lyons, Kimberly; Thomason, Marshall; Lewis, Matthew

Subject: EMP issues: MAJOR progress but uncovered firewall issue

Hi all;

We have made MAJOR progress with the EMP issues. The Production OilDB--> Ex. 4 CBI data submission is now working fully!!!!! and we believe we may have made some changes that will also improve login speeds.

However, in our troubleshooting that got the Prodex 4 cell communication working, we uncovered an issue with the Training Ex.4 cell communication. The OilDB Training instance is supposed to point to the TEST Ex.4 cell node, rather than the Prod node. However, there apparently is no firewall rule to allow that communication.

I am assuming there WAS a firewall rule in place on Longhorn for that pathway as oildbtrain worked in all it's components when located there, but the rule was apparently not ported across when the Lava migration occurred.

What needs to be done to take care of this?

Ex. 4 CBI Server is:			
Ex. 4 CBI	=	Ex. 4 CBI	

Also, should this be 443 or 80? I think it might have been 80 previously, but I think Mike K said it really should be 443?

Thanks, Paula

Paula Childers | Consultant | CGI Federal ITS-EPA II Custom Applications Management 2800 Meridian Parkway, Suite 150, Durham, NC 27713 childers.paula@epa.gov | paula.childers@cgifederal.com | 919-294-3722

From: Sung Cho [scho@crgt.com]
Sent: 10/3/2014 2:01:22 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Svitlana Shlykova [sshlykova@CRGT1.onmicrosoft.com]; Chen, Simon

[Chen.Simon@epa.gov]; Cindy Fan [cfan@crgt.com]; brittany.lawson@cgifederal.com; Karrie, Joan

[Karrie.Joan@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

CC: Jessica Ferguson [jferguson@crgt.com]; emp-helpdesk@crgt.com; Burgess, Christopher

[Burgess.Christopher@epa.gov]; Pavani Pudota [ppudota@crgt.com]; Swackhammer, J-Troy [Swackhammer.J-

Troy@epa.gov]; Eby, Terry [Eby.Terry@epa.gov]; Gattuso, Peter [Gattuso.Peter@epa.gov]; Trieu, Ha

[Trieu.Ha@epa.gov]

Subject: RE: EMP Oil DB 13.1 [Q Ex. 4 CBI

Just wanted to inform everyone that there's an issue with the measures report calculation. Cindy is currently working on resolving the issue. Other than that, everything else with the application seems to be working correctly.

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Friday, October 03, 2014 9:31 AM

**To:** Svitlana Shlykova; Chen, Simon; Cindy Fan; brittany.lawson@cgifederal.com; Karrie, Joan; Sung Cho; Ferko, Dan **Cc:** Jessica Ferguson; EMP-Helpdesk; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry; Gattuso,

Peter; Trieu, Ha

Subject: Re: EMP Oil DB 13.1 [( Ex. 4 CBI )]

That's great news! Glad it is all working. Let me know if any issues crop up today.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Svitlana Shlykova < sshlykova@CRGT1.onmicrosoft.com>

Sent: Friday, October 3, 2014 8:45 AM

**To:** Childers, Paula; Chen, Simon; Cindy Fan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; Karrie, Joan; Sung Cho; Ferko, Dan **Cc:** Jessica Ferguson; <a href="mailto:emp-helpdesk@crgt.com">emp-helpdesk@crgt.com</a>; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry;

Gattuso, Peter; Trieu, Ha

Subject: RE: EMP Oil DB 13.1 [ EX.4 CBI

It looks like the issue was on (Ex. 4 CBI) side. So everything is good now. ©

Paula, thank you for staying that late with us on this deployment.

Thanks, Svitlana.

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Thursday, October 02, 2014 11:43 PM

**To:** Svitlana Shlykova; Chen, Simon; Cindy Fan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; Karrie, Joan; Sung Cho; Ferko, Dan **Cc:** Jessica Ferguson; EMP-Helpdesk; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry; Gattuso,

Peter; Trieu, Ha

Subject: Re: EMP Oil DB 13.1 [ Ex. 4 CBI

Sounds good. We can work that issue tomorrow when we are a bit fresher. Talk to you then.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Svitlana Shlykova < sshlykova@CRGT1.onmicrosoft.com>

Sent: Thursday, October 2, 2014 11:36 PM

**To:** Childers, Paula; Chen, Simon; Cindy Fan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; Karrie, Joan; Sung Cho; Ferko, Dan **Cc:** Jessica Ferguson; <a href="mailto:emp-helpdesk@crgt.com">emp-helpdesk@crgt.com</a>; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry;

Gattuso, Peter; Trieu, Ha

Subject: RE: EMP Oil DB 13.1 Ex. 4 CBI

Looks like application is all good except ICIS submissions.

For some reason submissions don't go from "Sent" status to "Complete". But it looks like has accepted our submission. So I think we good to go for now, but I will contact people to check on our submissions.

Thank you all, Svitlana.

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Thursday, October 02, 2014 10:09 PM

**To:** Svitlana Shlykova; Chen, Simon; Cindy Fan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; Karrie, Joan; Sung Cho; Ferko, Dan **Cc:** Jessica Ferguson; EMP-Helpdesk; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry; Gattuso, Peter; Trieu, Ha

Subject: Re: EMP Oil DB 13.1 [ Ex. 4 CBI ]

I did restart the Ex. 4 CBI; perhaps there was a holdover in the sessions that caused it to hiccup. If it's working now, that's probably the better indicator. Let me know.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Svitlana Shlykova <sshlykova@CRGT1.onmicrosoft.com>

Sent: Thursday, October 2, 2014 10:03 PM

**To:** Childers, Paula; Chen, Simon; Cindy Fan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; Karrie, Joan; Sung Cho; Ferko, Dan **Cc:** Jessica Ferguson; <a href="mailto:emp-helpdesk@crgt.com">emp-helpdesk@crgt.com</a>; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry; Gattuso, Peter; Trieu, Ha

Subject: RE: EMP Oil DB 13.1 [ Ex. 4 cm ]

When you made the chage with comments, did you restart the tomcat? Sung got the error than, but now it's working for him again...

So I'm not sure...

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Thursday, October 02, 2014 10:01 PM

**To:** Svitlana Shlykova; Chen, Simon; Cindy Fan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; Karrie, Joan; Sung Cho; Ferko, Dan **Cc:** Jessica Ferguson; EMP-Helpdesk; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry; Gattuso,

Peter; Trieu, Ha

Subject: Re: EMP Oil DB 13.1 [ Ex. 4 CBI

Unfortunately, I am now seeing a bunch of errors in the logs; please advise if this is expected.

Ex. 4 CBI

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Childers, Paula

Sent: Thursday, October 2, 2014 9:59 PM

**To:** Svitlana Shlykova; Chen, Simon; Cindy Fan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; Karrie, Joan; Sung Cho; Ferko, Dan **Cc:** Jessica Ferguson; <a href="mailto:emp-helpdesk@crgt.com">emp-helpdesk@crgt.com</a>; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry;

Gattuso, Peter; Trieu, Ha

Subject: Re: EMP Oil DB 13.1 Ex. 4 CBI

Indeed, you were correct; it was still commented out in both. I have removed the commenting and restarted, for both. Please re-test. :-)

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Svitlana Shlykova < sshlykova@CRGT1.onmicrosoft.com>

Sent: Thursday, October 2, 2014 9:54 PM

**To:** Childers, Paula; Chen, Simon; Cindy Fan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; Karrie, Joan; Sung Cho; Ferko, Dan **Cc:** Jessica Ferguson; <a href="mailto:emp-helpdesk@crgt.com">emp-helpdesk@crgt.com</a>; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry;

Gattuso, Peter; Trieu, Ha

Subject: RE: EMP Oil DB 13.1 Ex. 4 CBI

Paula, we don't see the OBIEE report on the first page... I think it was still commented out for security scan.

Can you please check following file:

Ex. 4 CBI

### Ex. 4 CBI

Thanks, Svitlana.

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Thursday, October 02, 2014 9:42 PM

To: Chen, Simon; Cindy Fan; brittany.lawson@cgifederal.com; Karrie, Joan; Sung Cho; Ferko, Dan

Cc: Jessica Ferguson; EMP-Helpdesk; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry; Gattuso,

Peter; Trieu, Ha; Svitlana Shlykova

Subject: Re: EMP Oil DB 13.1 Ex. 4 CBI

Java code updates have been deployed to Production for both egular OilDB and OilDB Training instances. Please test and let us know if you see any issues.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Childers, Paula

Sent: Thursday, October 2, 2014 9:09 PM

To: Chen, Simon; Cindy Fan; brittany.lawson@cgifederal.com; Karrie, Joan; Sung Cho; Ferko, Dan

Cc: Jessica Ferguson; emp-helpdesk@crgt.com; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry;

Gattuso, Peter; Trieu, Ha; Svitlana Shlykova

Subject: Re: EMP Oil DB 13.1

Hi all;

I am starting the Ex. 4 cBI deployment now, will email when complete.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Chen, Simon

Sent: Thursday, October 2, 2014 8:59 PM

To: Cindy Fan; brittany.lawson@cgifederal.com; Karrie, Joan; Sung Cho; Childers, Paula; Ferko, Dan

Cc: Jessica Ferguson; emp-helpdesk@crgt.com; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry;

Gattuso, Peter; Trieu, Ha; Svitlana Shlykova

Subject: RE: EMP Oil DB 13.1

OBIEE has deployed, it is ready to verify.

Thanks,

Simon

From: Cindy Fan [mailto:cfan@crgt.com]
Sent: Thursday, October 02, 2014 8:38 PM

To: brittany.lawson@cgifederal.com; Karrie, Joan; Sung Cho; Childers, Paula; Ferko, Dan

Cc: Jessica Ferguson; emp-helpdesk@crgt.com; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry;

Gattuso, Peter; Trieu, Ha; Chen, Simon; Svitlana Shlykova

Subject: RE: EMP Oil DB 13.1

Yes, just need to run the oildb [Ex. 4 CBI]. Thank you Brittany!!

Cindy Fan
Oracle DBA/Developer
CRGT Inc
198 Van Buren St., Suite 120
Herndon, VA 20170
cfan@crgt.com

From: Lawson, Brittany (CGI Federal) [mailto:Brittany.Lawson@cgifederal.com]

Sent: Thursday, October 02, 2014 8:37 PM

To: Cindy Fan; Karrie, Joan; Sung Cho; Childers, Paula; Ferko, Dan

Cc: Jessica Ferguson; EMP-Helpdesk; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry; Gattuso,

Peter; Trieu, Ha; Chen, Simon; Svitlana Shlykova

Subject: RE: EMP Oil DB 13.1

Yup. There is no embi account on train though.

Brittany Lawson
CGI Federal | Consultant | 828.260.1608

From: Cindy Fan [mailto:cfan@crgt.com]
Sent: Thursday, October 02, 2014 8:08 PM

To: Lawson, Brittany (CGI Federal); Karrie, Joan; Sung Cho; Childers, Paula; Ferko, Dan

Cc: Jessica Ferguson; EMP-Helpdesk; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry; Gattuso,

Peter; Trieu, Ha; Chen, Simon; Svitlana Shlykova

Subject: RE: EMP Oil DB 13.1

Great Brittany! Just want to confirm- did you run script in EMPTRN also?

Thank you very much for the help!!

Cindy Fan
Oracle DBA/Developer
CRGT Inc
198 Van Buren St., Suite 120
Herndon, VA 20170
cfan@crgt.com

From: Lawson, Brittany (CGI Federal) [mailto:Brittany.Lawson@cgifederal.com]

Sent: Thursday, October 02, 2014 8:04 PM

To: Cindy Fan; Karrie, Joan; Sung Cho; Childers, Paula; Ferko, Dan

Cc: Jessica Ferguson; EMP-Helpdesk; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry; Gattuso,

Peter; Trieu, Ha; Chen, Simon; Svitlana Shlykova

Subject: RE: EMP Oil DB 13.1

Scripts ran successfully. Let me know if there are any issues.

Brittany Lawson

CGI Federal | Consultant | 828.260.1608

From: Cindy Fan [mailto:cfan@crgt.com]
Sent: Wednesday, October 01, 2014 10:20 AM

To: Lawson, Brittany (CGI Federal); Karrie, Joan; Sung Cho; Childers, Paula; Ferko, Dan

Cc: Jessica Ferguson; EMP-Helpdesk; Burgess, Christopher; Pavani Pudota; Swackhammer, J-Troy; Eby, Terry; Gattuso,

Peter; Trieu, Ha; Chen, Simon; Svitlana Shlykova

Subject: RE: EMP Oil DB 13.1

Importance: High

Hello Brittany,

I have attached two database scripts for Oildb release and please run them at scheduled time on Thursday night. Please login production database EMPPRD as database admin user and follow below steps:

- 1. run oildb Ex. 4 CBI;
- 2. run oildb ( Ex. 4 CBI
- 3. send me both log files.
- 4. Run same script in production training database Ex. 4 CBI.

Thank you and please let me know if you have any question.

Cindy Fan
Oracle DBA/Developer
CRGT Inc
198 Van Buren St., Suite 120
Herndon, VA 20170
cfan@crqt.com

From: Lawson, Brittany (CGI Federal) [mailto:Brittany.Lawson@cgifederal.com]

Sent: Tuesday, September 30, 2014 1:49 PM

To: Karrie, Joan; Sung Cho; Childers, Paula; Ferko, Dan

Cc: Jessica Ferguson; EMP-Helpdesk; Burgess, Christopher; Cindy Fan; Pavani Pudota; Swackhammer, J-Troy; Eby,

Terry; Gattuso, Peter

Subject: RE: EMP Oil DB 13.1

Works for me.

Brittany Lawson

CGI Federal | Consultant | 828.260.1608

From: Karrie, Joan [mailto:Karrie.Joan@epa.gov]
Sent: Tuesday, September 30, 2014 1:49 PM
To: 'Sung Cho'; Childers, Paula; Ferko, Dan

Cc: Jessica Ferguson; <a href="mailto:emp-helpdesk@crgt.com">emp-helpdesk@crgt.com</a>; Burgess, Christopher; Cindy Fan; Pavani Pudota; Swackhammer, J-Troy;

Eby, Terry; Gattuso, Peter; Lawson, Brittany (CGI Federal)

Subject: RE: EMP Oil DB 13.1

Ok with me

Joan Karrie
Information Management Specialist

EPA/OSWER/OEM/RMD

MC 5104A WJC B517G

karrie.joan@epa.gov Work: 202-564-9469

From: Sung Cho [mailto:scho@crgt.com]
Sent: Tuesday, September 30, 2014 1:47 PM
To: Karrie, Joan; Childers, Paula; Ferko, Dan

Cc: Jessica Ferguson; emp-helpdesk@crgt.com; Burgess, Christopher; Cindy Fan; Pavani Pudota; Swackhammer, J-Troy;

Eby, Terry; Gattuso, Peter; brittany.lawson@cgifederal.com

Subject: RE: EMP Oil DB 13.1

Everyone,

There had been a slight miscommunication on our end as well as few key personnel who were not included in the original email. I'd like to suggest moving the deployment to Thursday, 10/2. Is this OK with everyone?

From: Karrie, Joan [mailto:Karrie.Joan@epa.gov]
Sent: Monday, September 29, 2014 8:52 AM

To: Childers, Paula; Ferko, Dan

Cc: Jessica Ferguson; EMP-Helpdesk; Sung Cho; Burgess, Christopher

Subject: RE: EMP Oil DB 13.1

Paula and Dan, you have my permission to deploy Oil DB next Tuesday as arranged. Thank you all very much.

Information Management Specialist

EPA/OSWER/OEM/RMD

MC 5104A WJC B517G

karrie.joan@epa.gov Work: 202-564-9469

Joan Karrie

From: Childers, Paula

Sent: Friday, September 26, 2014 10:18 AM

To: Ferko, Dan

Cc: Jessica Ferguson; emp-helpdesk@crgt.com; Sung Cho; Karrie, Joan

Subject: Re: EMP Oil DB 13.1

Tuesday evening should be fine. I'll assume 8pm as always.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Ferko, Dan

Sent: Friday, September 26, 2014 9:48 AM

To: Childers, Paula

Cc: Jessica Ferguson; emp-helpdesk@crgt.com; Sung Cho; Karrie, Joan

Subject: RE: EMP Oil DB 13.1

Paula,

Are you good with deploying next Tuesday evening?

Dan

**From:** Sung Cho [mailto:scho@crgt.com] **Sent:** Friday, September 26, 2014 9:24 AM

To: Karrie, Joan

Cc: Ferko, Dan; Jessica Ferguson; emp-helpdesk@crgt.com; Childers, Paula

Subject: RE: EMP Oil DB 13.1

Dan,

We are set for deployment anytime next week. With that said, Jess is out of the office and will be back on Tuesday. So I suggest deploying on Tuesday.

From: Karrie, Joan [mailto:Karrie.Joan@epa.gov] Sent: Thursday, September 25, 2014 3:45 PM

To: Sung Cho

Cc: Ferko, Dan; Jessica Ferguson; EMP-Helpdesk; Childers, Paula

Subject: FW: EMP Oil DB 13.1

Sung, when will CRGT be ready to for NCC to deploy Oil DB? Please work with Dan Ferko to decide upon a

date/time. Thanks

Information Management Specialist

EPA/OSWER/OEM/RMD

MC 5104A WJC B517G

karrie.joan@epa.gov Work: 202-564-9469 From: Ferko, Dan

Sent: Thursday, September 25, 2014 3:12 PM

To: Karrie, Joan; Childers, Paula; Jessica Ferguson (jferguson@crgt.com)

Subject: RE: EMP Oil DB 13.1

Joan,

We have approval to deploy this during the freeze. Let's coordinate on a date/time for this, now that the scan is cleared. Is there a date/time you want this deployed?

Thanks, Dan

From: McQuaid, John

Sent: Thursday, September 25, 2014 3:03 PM

To: Ferko, Dan

Subject: RE: EMP Oil DB 13.1

I approve of deploying this during the freeze.

John McQuaid
Application Services Manager
OEI/OTOP/National Computer Center/Application Solutions Branch
919-541-7679

From: Ferko, Dan

Sent: Thursday, September 25, 2014 1:47 PM

To: McQuaid, John

Subject: FW: EMP Oil DB 13.1

John,

Easiest to read my email below to Joan. EMP is looking to deploy the Oil DB [EX. 4 CBI] in their own dedicated environment during the freeze. The deployment would require CAM [Ex. 4 CBI] (Paula) and possibly DBA, if required. Need your approval.

Thanks, Dan

From: Karrie, Joan

Sent: Thursday, September 25, 2014 1:24 PM

**To:** Ferko, Dan

Cc: Childers, Paula; Jessica Ferguson (<u>iferguson@crgt.com</u>)

Subject: RE: EMP Oil DB 13.1

Yes please.

Joan Karrie

Information Management Specialist EPA/OSWER/OEM/RMD MC 5104A WJC B517G

karrie joan@epa.gov Work: 202-564-9469

From: Ferko, Dan

Sent: Thursday, September 25, 2014 1:11 PM

To: Karrie, Joan

Cc: Childers, Paula; Jessica Ferguson (jferguson@crgt.com)

Subject: FW: EMP Oil DB 13.1

Hello Joan,

We had planned to put Oil DB into prod earlier this week, but there was a delay due to the scan...which has now been resolved and the app is cleared for deployment to prod (email below).

We are now in the "end of fiscal year" freeze period, so we will need to get approval to deploy. Without approval, we would deploy sometime after next Thursday, October 2<sup>nd</sup> at 9pm. I don't expect any issues with that request. Would you like me to make that request?

Thanks, Dan

From: Lindsey, Susan

Sent: Thursday, September 25, 2014 10:19 AM

To: Karrie, Joan

Cc: Ferko, Dan; App Scan Subject: EMP Oil DB 13.1

Scan is complete, no issues, cleared for production.

Thank you.

Susan Lindsey | Consultant
CAP EPA CAM | CGI Federal
2800 Meridian Parkway, Suite 150
Durham, NC 27713
lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

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From: Svitlana Shlykova [sshlykova@CRGT1.onmicrosoft.com]

**Sent**: 10/14/2014 3:33:24 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Sims, Michelle [Sims.Michelle@epa.gov]; Ferko, Dan

[Ferko.Daniel@epa.gov]; WAM\_Support [WAM\_Support@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]

**CC**: Jessica Ferguson [jferguson@crgt.com]

Subject: RE: EMP Equipment seems to be down.....STAGIN G

Yes, it looks like. I can't loging to FR as well.

**From:** Childers, Paula [mailto:Childers.Paula@epa.gov]

**Sent:** Tuesday, October 14, 2014 11:31 AM

To: Sims, Michelle; Ferko, Dan; WAM\_Support; Karrie, Joan

Cc: Jessica Ferguson; Svitlana Shlykova

Subject: Re: EMP Equipment seems to be down.....STAGIN G

All;

It looks like a WAM issue; I restarted, then Michelle attempted to re-authenticate with the review user, but the app is spinning and appears to be hung on the authentication Ex. 4 CBI calls.

WAM team -

Could you take a look at the WAM Ex. 4 CBI for Staging?

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713

919-294-3722 | childers.paula@epa.gov

From: Childers, Paula

**Sent:** Tuesday, October 14, 2014 11:24 AM

To: Sims, Michelle; Ferko, Dan

Cc: Jessica Ferguson; Svitlana Shlykova

Subject: Re: EMP Equipment seems to be down.....STAGIN G

I'm looking on Fractal and seeing this in the catalina log:

Ex. 4 CBI

I'm not sure if this is a REAL error - as in, an issue with WAM - or an error caused by the scan tool. Jess, could you or Svitlana take a look and let us know?

I restarted the Equipment instance on Fractal, to see if that cleared the issue.

Thanks,

Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Sims, Michelle

**Sent:** Tuesday, October 14, 2014 11:11 AM

To: Ferko, Dan; Childers, Paula

Subject: EMP Equipment seems to be down.....

Scan about half done, app unresponsinve now. Getting "error code bad gateway",

Michelle Sims | Senior Consultant | CGI Federal ITS EPA II Custom Applications Management 2800 Meridian Parkway Durham NC, 27713 Phone: (919) 294-3726

sims.michelle@epa.gov | michelle.sims@cgifederal.com

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From: Dunham, Adam [Dunham.Adam@epa.gov]

**Sent**: 10/14/2014 3:43:50 PM

To: Svitlana Shlykova [sshlykova@CRGT1.onmicrosoft.com]; Childers, Paula [Childers.Paula@epa.gov]; Sims, Michelle

[Sims.Michelle@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; WAM\_Support [WAM\_Support@epa.gov]; Karrie,

Joan [Karrie.Joan@epa.gov]

**CC**: Jessica Ferguson [jferguson@crgt.com]

**Subject**: RE: EMP Equipment seems to be down.....STAGIN G

I just tested the staging web services with Ex. 4 CBI and they are working.

Adam Dunham | Senior Consultant

CAP EPA CAM | CGI Federal 2800 Meridian Pkwy, Durham, NC

T: 919-294-3731 | M: 989-213-5092

Dunham.Adam@epa.gov

From: Svitlana Shlykova [mailto:sshlykova@CRGT1.onmicrosoft.com]

**Sent:** Tuesday, October 14, 2014 11:33 AM

**To:** Childers, Paula; Sims, Michelle; Ferko, Dan; WAM\_Support; Karrie, Joan

Cc: Jessica Ferguson

**Subject:** RE: EMP Equipment seems to be down.....STAGIN G

Yes, it looks like. I can't loging to FR as well.

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

**Sent:** Tuesday, October 14, 2014 11:31 AM

To: Sims, Michelle; Ferko, Dan; WAM\_Support; Karrie, Joan

Cc: Jessica Ferguson; Svitlana Shlykova

**Subject:** Re: EMP Equipment seems to be down.....STAGIN G

All;

It looks like a WAM issue; I restarted, then Michelle attempted to re-authenticate with the review user, but the app is spinning and appears to be hung on the authentication **Ex. 4 CBI** calls.

WAM team -

Could you take a look at the WAM Ex. 4 CBI for Staging?

Thanks,

Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713

919-294-3722 | childers.paula@epa.gov

From: Childers, Paula

**Sent:** Tuesday, October 14, 2014 11:24 AM

To: Sims, Michelle; Ferko, Dan

Cc: Jessica Ferguson; Svitlana Shlykova

Subject: Re: EMP Equipment seems to be down.....STAGIN G

I'm looking on Fractal and seeing this in the catalina log:

## Ex. 4 CBI

I'm not sure if this is a REAL error - as in, an issue with WAM - or an error caused by the scan tool. Jess, could you or Svitlana take a look and let us know?

I restarted the Equipment instance on [Ex. 4 CBI], to see if that cleared the issue.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Sims, Michelle

Sent: Tuesday, October 14, 2014 11:11 AM

To: Ferko, Dan; Childers, Paula

**Subject:** EMP Equipment seems to be down.....

Scan about half done, app unresponsinve now. Getting "error code states bad gateway",

Michelle Sims | Senior Consultant | CGI Federal ITS EPA II Custom Applications Management 2800 Meridian Parkway Durham NC, 27713 Phone: (919) 294-3726 sims.michelle@epa.gov | michelle.sims@cgifederal.com

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From: Ferko, Dan [Ferko.Daniel@epa.gov]

**Sent**: 6/10/2014 12:59:45 PM

To: Childers, Paula [Childers.Paula@epa.gov]

Subject: RE: EMP issues: MAJOR progress but uncovered firewall issue

Paula...for the file transfer problems that Dave O. reported, we found that one "interface" was shared by the servers experiencing the problem...so they removed the interface from the picture.

What was done to resolve the OilDB data submission problem?

Also, in your troubleshooting today, we need to confirm the source/destination/protocol for the FRR regarding the OilDB Training instance.

Thanks, Dan

From: Childers, Paula

Sent: Monday, June 09, 2014 1:00 PM

To: Karrie, Joan; Ferko, Dan; Jessica Ferguson

Cc: Spradling, LeAnn; Svitlana Shlykova; Smith, Doug L; brittany.lawson@cgifederal.com; Smith, Anthony; Kearns, Mike

(CGI Federal); Fogarty, Stephen; Lyons, Kimberly; Thomason, Marshall; Lewis, Matthew

Subject: EMP issues: MAJOR progress but uncovered firewall issue

Hi all;

We have made MAJOR progress with the EMP issues. The Production OilDB— Ex. 4 CBI data submission is now working fully!!!!! and we believe we may have made some changes that will also improve login speeds.

However, in our troubleshooting that got the Prodex.4cm communication working, we uncovered an issue with the Training communication. The OilDB Training instance is supposed to point to the TEST [EX.4CB] node, rather than the Prodex. However, there apparently is no firewall rule to allow that communication.

I am assuming there WAS a firewall rule in place on Ex. 4 CBI for that pathway as Ex. 4 CBI worked in all it's components when located there, but the rule was apparently not ported across when the Ex. 4 CBI migration occurred.

What needs to be done to take care of this?

Ex. 4 CBI Server is:		
Ex. 4 CBI	=	Ex. 4 CBI

Also, should this be 443 or 80? I think it might have been 80 previously, but I think Mike K said it really should be 443?

Thanks, Paula

Paula Childers | Consultant | CGI Federal ITS-EPA II Custom Applications Management 2800 Meridian Parkway, Suite 150, Durham, NC 27713 childers.paula@epa.gov | paula.childers@cgifederal.com | 919-294-3722

From: Ferko, Dan [Ferko.Daniel@epa.gov]

**Sent**: 6/11/2014 4:30:20 PM

To: Robinson, Phil [robinson.phillip@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]

CC: Smith, Doug L [Smith.Douglas@epa.gov]; brittany.lawson@cgifederal.com; Spradling, LeAnn

[Spradling.LeAnn@epa.gov]

Subject: RE: Firewall timeouts and database sessions: EMP issues

Paula, Phil,

Are we seeing timeouts on the firewall for the problem?

Dan

From: Robinson, Phil

Sent: Wednesday, June 11, 2014 9:17 AM

To: Childers, Paula

Cc: Gillespie, Brad; Ferko, Dan; Smith, Doug L; brittany.lawson@cgifederal.com; Spradling, LeAnn; Avery, Matthew;

Bryant, Katherine; Jackson, Brian; Payne, Ashworth; Robinson, Phil; Thompson, Maria

Subject: RE: Firewall timeouts and database sessions: EMP issues

Paula,

The default firewall session timeout is 3600 seconds. If the application in question tries to continue to send traffic after waiting 5 minutes, the firewall will drop the traffic because it has exceeded the default session timeout. I have witnessed a number of database applications that perform long SQL queries or maintain a session without sending traffic. Based on my experience, I have the following recommendations.

- 1. Investigate if the database application can adjust its SQL timeout values.
- 2. Find out what are application's SQL communication requirements.
- 3. Based on the findings in recommendations 1 and 2, someone will need ask management about modifying the session timeout value between the hosts.

If there's an existing ticket, please let me know so I can add this email to it. Please let me know if you have any questions.

From: Childers, Paula

Sent: Tuesday, June 10, 2014 5:05 PM

To: Robinson, Phil

Cc: Gillespie, Brad; Ferko, Dan; Smith, Doug L; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a>; Spradling, LeAnn

Subject: Firewall timeouts and database sessions: EMP issues

Hi Phil/ firewall folks;

We are continuing to have a number of intermittent issues with the new EMP dedicated environment, which went "live"/Production last week.

During troubleshooting, we have noted that there seems to be an issue with the maintenance of the database connections between the applications on server **Ex. 4 CBI** and the database on server **Ex. 4 CBI** (Intranet).

Network traffic issues between **Ex. 4 CBI** appear to have been eliminated, and at this time, as long as the database connections are fresh, all the application functions are occurring normally. However, whenever there is an extended

period of time (more than a few hours) in which the connections are left unused by the applications, not only are they failing, but the apps are also sometimes failing to be able to re-establish them without manual intervention.

The applications & environments have been configured with the same timeouts, etc as they had previous to last week, when they were hosted on shared servers **Ex. 4 CBI**, both of which are in the **Ex. 4 CBI** An obvious difference between the current environments and the previous environments is the introduction of the firewall between them.

What we'd like to find out from your team is:

- Values for any known standard timeouts for cross-firewall traffic between Ex. 4 CBI
- -- Any logs/records you might have noting connection timeouts, rejected traffic, etc between the two;
- or basically anything you might have that could show or eliminate a correlation between your data and the observed application issues.

Please let me/us know if you need a new ticket to be opened for this.

Thanks, Paula

Paula Childers | Consultant | CGI Federal ITS-EPA II Custom Applications Management 2800 Meridian Parkway, Suite 150, Durham, NC 27713 childers.paula@epa.gov | paula.childers@cgifederal.com | 919-294-3722

From: Jessica Ferguson [jferguson@crgt.com]

**Sent**: 10/3/2014 2:40:29 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]

CC: Svitlana Shlykova [sshlykova@CRGT1.onmicrosoft.com]; Cindy Fan [cfan@crgt.com]; Pavani Pudota

[ppudota@crgt.com]; Sung Cho [scho@crgt.com]; Karrie, Joan [Karrie.Joan@epa.gov]; Burgess, Christopher

[Burgess.Christopher@epa.gov]; emp-helpdesk@crgt.com

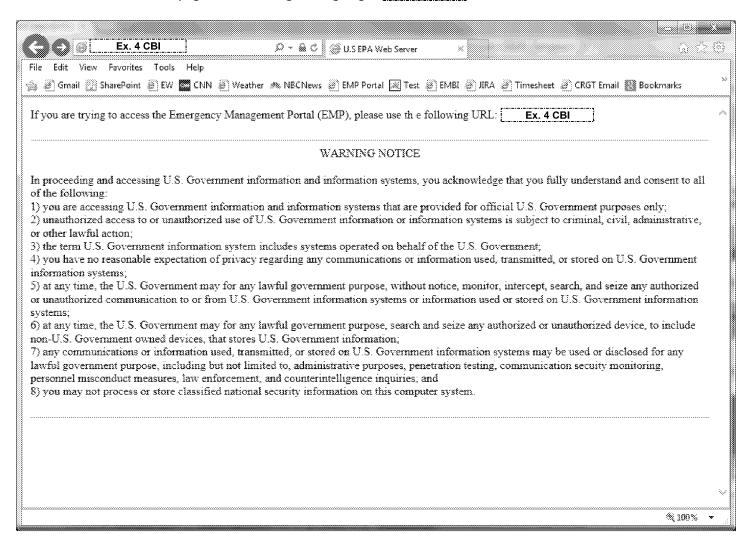
Subject: Urgent Issue with emp. Ex. 4 CBI

Dan/Paula,

There is an issue with the **Ex. 4 CBI** URL right now. It is taking you to a warning notice page instead of to the EMP home page Unless you purposely type **Ex. 4 CBI** there does not seem to be a way to get the EMP home page. Could you please look into this as soon as possible?

Here is a screenshot of the page we are seeing when going to:

Ex. 4 CBI



Thanks!

Jess Ferguson Project Manager CRGT Inc 198 Van Buren St., Suite 120 Herndon, VA 20170 <u>iferguson@crgt.com</u> 703-429-4447

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From: Jessica Ferguson [jferguson@crgt.com]

**Sent**: 10/3/2014 3:32:20 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

CC: Svitlana Shlykova [sshlykova@CRGT1.onmicrosoft.com]; Cindy Fan [cfan@crgt.com]; Pavani Pudota

[ppudota@crgt.com]; Sung Cho [scho@crgt.com]; Karrie, Joan [Karrie.Joan@epa.gov]; Burgess, Christopher

[Burgess.Christopher@epa.gov]; emp-helpdesk@crgt.com

Subject: RE: Urgent Issue with emp. Ex. 4 CBI

Ahh gotcha. It's such a minor thing, don't worry about it.

Thanks! Jess

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

**Sent:** Friday, October 03, 2014 11:29 AM

To: Jessica Ferguson; Ferko, Dan

Cc: Svitlana Shlykova; Cindy Fan; Pavani Pudota; Sung Cho; Karrie, Joan; Burgess, Christopher; EMP-Helpdesk

Subject: Re: Urgent Issue with emp. Ex. 4 CBI

It's actually not any different in the redirection, it's just that the initial landing page used to be blank, so when it flashed by, you didn't notice anything. It has the warning text now. I don't know of a way to get around that, since it is at zero seconds already for the redirect. I'll ask if we could return it to being blank, since the login page for empadmin already has the new required warning banner on it.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Jessica Ferguson < jferguson@crgt.com > Sent: Friday, October 3, 2014 11:11 AM

To: Childers, Paula; Ferko, Dan

Cc: Svitlana Shlykova; Cindy Fan; Pavani Pudota; Sung Cho; Karrie, Joan; Burgess, Christopher; emp-helpdesk@crgt.com

Subject: RE: Urgent Issue with Ex. 4 CBI

Hi Paula,

Thanks for looking into it! It's working now but there's something a little different with how it's redirecting. When you go to <u>Ex. 4 CBI</u> that warning page flashes by and then you get redirected. Before it used to be seamless and you didn't see the redirect page at all. This is by no means a big deal but just wanted to point it out.

Thanks!

Jess

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

**Sent:** Friday, October 03, 2014 11:07 AM

To: Jessica Ferguson; Ferko, Dan

Cc: Svitlana Shlykova; Cindy Fan; Pavani Pudota; Sung Cho; Karrie, Joan; Burgess, Christopher; EMP-Helpdesk

Subject: Re: Urgent Issue with 6 Ex. 4 CBI

Try it now.

There was an urgent requirement to update ALL NCC systems with a new warning message, which was done, but the meta-refresh that sent users to the empadmin app was not of course present in the new warning page. I've added it in now.

Thanks, Paula

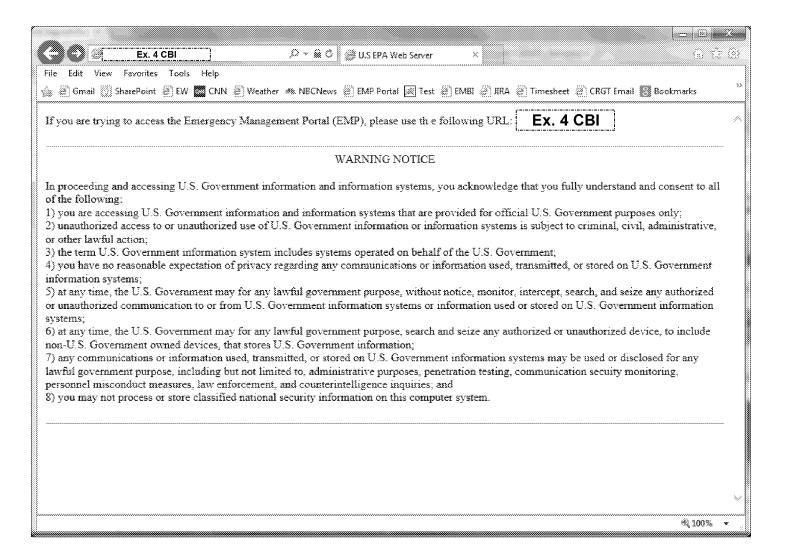
Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Jessica Ferguson <iferguson@crgt.com>
Sent: Friday, October 3, 2014 10:40 AM
To: Ferko, Dan; Childers, Paula
Cc: Svitlana Shlykova; Cindy Fan; Pavani Pudota; Sung Cho; Karrie, Joan; Burgess, Christopher; emp-helpdesk@crgt.com
Subject: Urgent Issue with emp.epa.gov

Dan/Paula,

There is an issue with the **Ex. 4 CBI** URL right now. It is taking you to a warning notice page instead of to the EMP home page Unless you purposely type **Ex. 4 CBI** there does not seem to be a way to get the EMP home page. Could you please look into this as soon as possible?

Here is a screenshot of the page we are seeing when going to Ex. 4 CBI



Thanks!

Jess Ferguson
Project Manager
CRGT Inc
198 Van Buren St., Suite 120
Herndon, VA 20170
jferguson@crgt.com
703-429-4447

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From: Jessica Ferguson [jferguson@crgt.com]

**Sent**: 12/18/2014 3:25:48 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; brittany.lawson@cgifederal.com;

WAM\_Support [WAM\_Support@epa.gov]

CC: Karrie, Joan [Karrie.Joan@epa.gov]; Svitlana Shlykova [sshlykova@crgt.com]; emp-helpdesk@crgt.com

Subject: RE: Urgent EMP Training Apps Issue

Hi Paula,

Looks like the apps just came backup although we're still seeing some slowness. Not sure what was going on in that 20 minutes when we couldn't get in.

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Thursday, December 18, 2014 10:24 AM

To: Jessica Ferguson; Ferko, Dan; brittany.lawson@cgifederal.com; WAM\_Support

**Cc:** Karrie, Joan; Svitlana Shlykova; EMP-Helpdesk **Subject:** Re: Urgent EMP Training Apps Issue

Copying in WAM support here.

Jess/all; The Ex. 4 CBI instances all appear to be up and running. I see this error in the catalina.out for Ex. 4 CBI:

Ex. 4 CBI

and I found this in the Equipment training catalina.out:

Ex. 4 CBI

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Jessica Ferguson < <a href="mailto:iferguson@crgt.com">iferguson@crgt.com</a>>
Sent: Thursday, December 18, 2014 10:15 AM

**To:** Childers, Paula; Ferko, Dan; <a href="mailto:brittany.lawson@cgifederal.com">brittany.lawson@cgifederal.com</a> **Cc:** Karrie, Joan; Svitlana Shlykova; <a href="mailto:emp-helpdesk@crgt.com">emp-helpdesk@crgt.com</a>

Subject: Urgent EMP Training Apps Issue

Good Morning,

We are having issues logging into the training versions of FR, Oil DB, and Equipment right now. Oil DB and Equipment took well over a minute for the landing page to appear, but FR doesn't seem to be coming up at all (I gave up on it after 3 minutes). Joan is giving a training on FR using this environment at noon today and needs it up and running. Can you please look into this as soon as possible?

Thanks!

Jess Ferguson
Project Manager
CRGT Inc
198 Van Buren St., Suite 120
Herndon, VA 20170
jferguson@crgt.com
703-429-4447

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From: Karrie, Joan [Karrie.Joan@epa.gov]

**Sent**: 12/18/2014 7:27:09 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Ferko, Dan

[Ferko.Daniel@epa.gov]; brittany.lawson@cgifederal.com; WAM\_Support [WAM\_Support@epa.gov]

CC: Svitlana Shlykova [sshlykova@crgt.com]; emp-helpdesk@crgt.com

Subject: RE: Urgent EMP Training Apps Issue

FR Demo/Practice worked just fine during my training. It's still a bit slow initiating, but not insupportable. Thanks for whatever you did.

Joan Karrie

Special Assistant EPA/OSWER/OEM MC 5104A WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469

From: Childers, Paula

Sent: Thursday, December 18, 2014 10:29 AM

To: Karrie, Joan; Jessica Ferguson; Ferko, Dan; brittany.lawson@cgifederal.com; WAM\_Support

**Cc:** Svitlana Shlykova; emp-helpdesk@crgt.com **Subject:** Re: Urgent EMP Training Apps Issue

I restarted the test/training instances.

Please let me/us know right away if the issues continue.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Karrie, Joan

Sent: Thursday, December 18, 2014 10:27 AM

To: Jessica Ferguson; Childers, Paula; Ferko, Dan; brittany.lawson@cgifederal.com; WAM\_Support

**Cc:** Svitlana Shlykova; emp-helpdesk@crgt.com **Subject:** RE: Urgent EMP Training Apps Issue

I'll try again shortly after 11 am and see what happens and let you all know. Then I'll log in just before my class at noon and keep my fingers crossed. thanks

Joan Karrie
Special Assistant
EPA/OSWER/OEM

MC 5104A WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469 From: Jessica Ferguson [mailto:jferguson@crgt.com]

Sent: Thursday, December 18, 2014 10:26 AM

To: Childers, Paula; Ferko, Dan; brittany.lawson@cgifederal.com; WAM\_Support

Cc: Karrie, Joan; Svitlana Shlykova; emp-helpdesk@crgt.com

Subject: RE: Urgent EMP Training Apps Issue

Hi Paula,

Looks like the apps just came backup although we're still seeing some slowness. Not sure what was going on in that 20 minutes when we couldn't get in.

**From:** Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Thursday, December 18, 2014 10:24 AM

To: Jessica Ferguson; Ferko, Dan; brittany.lawson@cgifederal.com; WAM\_Support

**Cc:** Karrie, Joan; Svitlana Shlykova; EMP-Helpdesk **Subject:** Re: Urgent EMP Training Apps Issue

Copying in WAM support here.

Jess/all; The Ex. 4 CBI instances all appear to be up and running. I see this error in the catalina.out for Ex. 4 CBI

Ex. 4 CBI

and I found this in the Equipment training catalina.out:

Ex. 4 CBI

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Jessica Ferguson < jferguson@crgt.com > Sent: Thursday, December 18, 2014 10:15 AM

To: Childers, Paula; Ferko, Dan; brittany.lawson@cgifederal.com

Cc: Karrie, Joan; Svitlana Shlykova; emp-helpdesk@crgt.com

Subject: Urgent EMP Training Apps Issue

Good Morning,

We are having issues logging into the training versions of FR, Oil DB, and Equipment right now. Oil DB and Equipment took well over a minute for the landing page to appear, but FR doesn't seem to be coming up at all (I gave up on it after 3 minutes). Joan is giving a training on FR using this environment at noon today and needs it up and running. Can you please look into this as soon as possible?

Thanks!

Jess Ferguson
Project Manager
CRGT Inc
198 Van Buren St., Suite 120
Herndon, VA 20170
jferguson@crgt.com
703-429-4447

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From: Svitlana Shlykova [sshlykova@crgt.com]

**Sent**: 1/9/2015 1:57:38 PM

To: Lindsey, Susan [Lindsey.Susan@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

CC: App Scan [App\_Scan@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]

Subject: RE: EMP Admin Scan Complete

Thank you, Susan!

Svitlana

From: Lindsey, Susan [mailto:Lindsey.Susan@epa.gov]

Sent: Friday, January 09, 2015 8:57 AM

To: Karrie Joan: Ferko Dan: Svitlana Shlykov

**To:** Karrie, Joan; Ferko, Dan; Svitlana Shlykova

**Cc:** App Scan; Childers, Paula **Subject:** EMP Admin Scan Complete

Scan complete, no issues. Cleared for production.

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713

lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

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From: Lindsey, Susan [Lindsey.Susan@epa.gov]

**Sent**: 1/9/2015 1:56:47 PM

To: Karrie, Joan [Karrie.Joan@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; sshlykova@crgt.com

CC: App Scan [App\_Scan@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]

**Subject**: EMP Admin Scan Complete

Scan complete, no issues. Cleared for production.

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713 lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

From: Lindsey, Susan [Lindsey.Susan@epa.gov]

**Sent**: 12/30/2014 10:18:16 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]
CC: App Scan [App\_Scan@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]

Subject: RE: Security scan request for FR-11.8, Ex. 4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

You're right Paula. I do have the correct password but I was never able to log on under java\_review. I did test with my owner User-ID and was able to log onto one of the URLs successfully. Not sure which of the five it was.

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713 lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

From: Childers, Paula

Sent: Tuesday, December 30, 2014 4:55 PM

To: Ferko, Dan

Cc: App Scan; Spradling, LeAnn

Subject: Re: Security scan request for FR-11.8, Ex. 4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

I don't think the review team would ever have given the review user's password to the EMP developers...

I can see in the empadmin instance log files where it appeared the java\_review user was being authenticated:

## Ex. 4 CBI

but then later I see where Susan tried to login with her own account, which of course failed:

### Ex. 4 CBI

I don't exactly know what this means, except it would appear that Susan had the correct password for java\_review at least initially. I assume there must have been a different issue later in the authentication & authorization chain. Hopefully she or David will be able to work with the EMP developers to determine what the problem is.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Ferko, Dan

Sent: Tuesday, December 30, 2014 2:21 PM

To: Svitlana Shlykova; App Scan

Thank you, David.

Joan/Christopher can you please approve the scan for applications: Ex. 4 CBI

Subject: Security scan request for FR-11.8, Ex. 4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

This releases are due to upgrade of Ex. 4 CBI library per ESC request.

David can you please scan the applications upon approval.

Following are URLs for applications:

Ex. 4 CBI

Thanks, Svitlana.

From: Crawford, David [mailto:Crawford.DavidE@epa.gov]

Sent: Monday, December 29, 2014 11:27 AM

**To:** Svitlana Shlykova; WAH Security

Cc: Ferko, Dan; Jessica Ferguson; Jennifer Morgan; Sung Cho; Childers, Paula; Burgess, Christopher

Subject: RE Ex. 4 CBI update per secutiry reason.

This needs to be a full scan of the application.

DEC

\_\_\_\_\_

David E. Crawford, PMP | Senior Consultant | CGI Federal (Contractor)

ITS-EPA II Custom Applications Management

2800 Meridian Parkway Suite 150 Durham, NC 27713

Phone: 919.294.3727

Please consider the environment before printing this e-mail.

Please CC <u>ColdFusion\_webadministrators@epa.gov</u> for all ColdFusion related requests.

Please CC <u>aspsupport@epa.gov</u> for all ASP/ASP.NET related requests.

Please CC app\_scan@epa.gov for all Code Review/AppScan related requests.

From: Svitlana Shlykova [mailto:sshlykova@crgt.com]

Sent: Monday, December 29, 2014 11:18 AM

To: WAH Security; Crawford, David

Cc: Ferko, Dan; Jessica Ferguson; Jennifer Morgan; Sung Cho; Childers, Paula; Burgess, Christopher

Subject: Ex. 4 CBI update per secutiry reason.

Hello,

We have completed and tested deployments of **Ex. 4 CBI** Equipment, FR, CCAT, OILDB in staging. These deployments are due to update of JQuery to a newer version (required by ESC).

The change to code is not big (up to 6 files(jsp, js) per application are touched), but it also includes new JQuery library code.

David/Michelle how do you want us to proceed? Do you want us to send you diff files without JQuery library code, or you prefer to do full scan in this case?

Thanks, Svitlana.

Svitlana Shlykova
Software Developer
CRGT Inc
11921 Freedom Drive, Suite #1000
Reston, VA 20190
sshlykova@crgt.com
O: 703-326-0888 ext.265

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Lindsey, Susan [Lindsey.Susan@epa.gov]

From:

```
Sent:
             12/31/2014 4:46:19 PM
             Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; Waldo, James V.
To:
             [Waldo.James@epa.gov]
CC:
             App Scan [App_Scan@epa.gov]
             RE: Security scan request for FR-11.8, Ex. 4 CBI 4.1, Equipment-15.2, Oildb-13.1, CCAT-17.0
Subject:
        Jay Waldo reset the password for java_review on staging and I have successfully logged into EMP
       I'll start running the scans today.
Admin.
Thank you everyone for all your help!!!!
Thank you.
Susan Lindsey | Consultant CAP EPA CAM | CGI Federal
2800 Meridian Parkway, Suite 150
Durham, NC 27713
lindsey.susan@epa.gov | susan.lindsey@cgifederal.com
----Original Message----
From: Childers, Paula
Sent: Wednesday, December 31, 2014 11:01 AM
To: Lindsey, Susan; Ferko, Dan
Cc: App Scan
Subject: Re: Security scan request for FR-11.8, Ex. 4 CBI -14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0
it's actually waastage:
                  Ex. 4 CBI
Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713
919-294-3722 | childers.paula@epa.gov
From: Lindsey, Susan
Sent: Wednesday, December 31, 2014 10:55 AM
To: Ferko, Dan
Cc: App Scan; Childers, Paula
Subject: RE: Security scan request for FR-11.8, Ex.4CBI -14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0
I actually had to reboot my system but the Ex.4CBI doesn't come up for me. I obviously
had a new browser session but I get the message the webpage can't be displayed.
----Original Message----
From: Ferko, Dan
Sent: Wednesday, December 31, 2014 10:16 AM
To: Lindsey, Susan
Cc: App Scan; Childers, Paula
Subject: RE: Security scan request for FR-11.8, Ex. 4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0
Susan,
                                 Ex. 4 CBI
The WAA staging site is
Please go there and confirm that you have the correct password for [EL-408] review. Please start with a new
browser session.
If you have the correct password, then attempt to log into the EMP apps using that password. If there
are problems, please take screenshots that we can send on to the developers.
Thanks.
Daniel Ferko, PMP (Contractor)
Project Manager
CGI Federal
```

ferko.daniel@epa.gov (919)294-0808

From: Childers, Paula

Sent: Wednesday, December 31, 2014 9:51 AM

To: Lindsey, Susan; Ferko, Dan; App Scan; Spradling, LeAnn

Subject: Re: Security scan request for FR-11.8, Ex.4CBL-14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

Hi folks -

Given that the java\_review user has been used many times before to access and review all of these applications, I doubt it is a rights issue at the access management level.

It appears that the problem currently at hand is that the Reviewers are seeing an application-level issue when you/they try to login that the developers are NOT seeing when they login. If they don't know what the problem is, they can't fix it.

Therefore, I'd think the fastest course of action would be for a Reviewer who is seeing the issue to get in touch with the developers directly and provide them with a detailed description of the problem, so that the developers can then go determine the cause and fix it. I (or Dan) can provide contact information for the developers if you don't already have it.

Alternately, I can work with someone on the review team to gather up the equivalent information needed, and send it on to the developers, such as timestamps, screenshots of errors and/or behavior, and log records from a specific access attempt to each of the applications in question with the Exaces review user.

Let me know how you'd like to proceed. Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Lindsey, Susan

Sent: Wednesday, December 31, 2014 9:21 AM To: Ferko, Dan; Childers, Paula; App Scan

Subject: RE: Security scan request for FR-11.8, Ex.4CBI .1, Equipment-15.2, Oildb-13.1, CCAT-17.0

We should be able to run the scans if the developers can take the necessary steps for the application to accept the current password. However, we need to verify you have the most current password. Shall I call you?

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713 lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

----Original Message----

From: Ferko, Dan

Sent: Wednesday, December 31, 2014 9:18 AM

To: Lindsey, Susan; Childers, Paula; App Scan Subject: RE: Security scan request for FR-11.8, **Ex.4CBI**-14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

I believe we have the correct password for the [Ex. 4 CBI] review user in Staging. Can we give that password to the developers, have them assure that java\_review can run all the apps as required (for scanning), and then reset the password and run the scans?

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808

From: Lindsey, Susan

Sent: Wednesday, December 31, 2014 9:01 AM To: Ferko, Dan; Childers, Paula; App Scan

Subject: RE: Security scan request for FR-11.8, Ex. 4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

Svitlana Shlykova indicated in an earlier email that [Ex.4cm] review does have roles in the application. can only say I have tried logging on the application with Ex.4CBI review using the current password as well as the previous two passwords and was never successful.

If it would result in a faster turnaround, the developers can create a username and password for us to use when running the scans.

----Original Message----From: Ferko, Dan

Sent: Wednesday, December 31, 2014 8:54 AM To: Lindsey, Susan; Childers, Paula; App Scan

Subject: RE: Security scan request for FR-11.8, Ex.4CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

What I am hearing is that we have the Ex.4CBI review credentials and that we need the developers to arrange for that user to have privileges to run the EMP apps that need scanned.

If this is correct, I will request the developers to take action. Do we agree this is the next step?

Thanks,

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808

From: Lindsey, Susan

Sent: Tuesday, December 30, 2014 5:20 PM

To: Childers, Paula; Ferko, Dan Cc: App Scan; Spradling, LeAnn; Barefield, Mike Subject: RE: Security scan request for FR-11.8, Ex. 4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

Sorry Paula. The email was sent before I was finished.

Do you have any suggestions or can you point me somewhere to get help with this?

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713

lindsey.susan@epa.gov<mailto:lindsey.susan@epa.gov> | susan.lindsey@cgifederal.com

From: Lindsey, Susan

Sent: Tuesday, December 30, 2014 5:18 PM

To: Childers, Paula; Ferko, Dan
Cc: App Scan; Spradling, LeAnn
Subject: RE: Security scan request for FR-11.8, **Ex.4CBI**-14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

You're right Paula. I do have the correct password but I was never able to log on under is review. did test with my owner User-ID and was able to log onto one of the URLs successfully. Not sure which of the five it was.

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713 lindsey.susan@epa.gov<mailto:lindsey.susan@epa.gov> susan.lindsey@cgifederal.com<mailto:susan.lindsey@cgifederal.com>

From: Childers, Paula

Sent: Tuesday, December 30, 2014 4:55 PM

To: Ferko, Dan

Cc: App Scan; Spradling, LeAnn

Subject: Re: Security scan request for FR-11.8, Ex. 4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

I don't think the review team would ever have given the [EX.4CB] review user's password to the EMP developers...

I can see in the Ex.4 CBI instance log files where it appeared the Ex.4 CBI review user was being authenticated: Ex. 4 CBI but then later I see where Susan tried to login with her own account, which of course failed: Ex. 4 CBI I don't exactly know what this means, except it would appear that Susan had the correct password for review at least initially. I assume there must have been a different issue later in the authentication & authorization chain. Hopefully she or David will be able to work with the EMP developers to determine what the problem is. Thanks, Paula Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov<mailto:childers.paula@epa.gov> From: Ferko, Dan Sent: Tuesday, December 30, 2014 2:21 PM To: Svitlana Shlykova; App Scan Cc: Jessica Ferguson; Jennifer Morgan; Sung Cho; Childers, Paula Subject: RE: Security scan request for FR-11.8, Ex.4CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0 Svitlana or Jess, that user is active and provide the correct password to Susan (Lindsey.Susan@epa.gov<mailto:Lindsey.Susan@epa.gov>). Thanks, Dan From: Svitlana Shlykova [mailto:sshlykova@crgt.com]<mailto:[mailto:sshlykova@crgt.com]> Sent: Tuesday, December 30, 2014 7:30 AM To: Crawford, David; WAH Security; Burgess, Christopher; Karrie, Joan Cc: Ferko, Dan; Jessica Ferguson; Jennifer Morgan; Sung Cho; Childers, Paula Subject: Security scan request for FR-11.8, Exact i-14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0 Thank you, David. Joan/Christopher can you please approve the scan for applications: Ex. 4 CBI This releases are due to upgrade of Ex.4 CBI library per ESC request. David can you please scan the applications upon approval. Following are URLs for applications: (. 4 CB

Thanks,

```
From: Crawford, David [mailto:Crawford.DavidE@epa.gov] < mailto:[mailto:Crawford.DavidE@epa.gov] >
Sent: Monday, December 29, 2014 11:27 AM
To: Svitlana Shlykova; WAH Security
Cc: Ferko, Dan; Jessica Ferguson; Jennifer Morgan; Sung Cho; Childers, Paula; Burgess, Christopher
Subject: RE: Ex. 4 CBI update per secutiry reason.
This needs to be a full scan of the application.
David E. Crawford, PMP | Senior Consultant | CGI Federal (Contractor) ITS-EPA II Custom Applications
2800 Meridian Parkway Suite 150
Durham, NC 27713
Phone: 919.294.3727
Please consider the environment before printing this e-mail.
Please CC ColdFusion_webadministrators@epa.gov<mailto:ColdFusion_webadministrators@epa.gov> for all
ColdFusion related requests.
Please CC aspsupport@epa.gov<mailto:aspsupport@epa.gov> for all ASP/ASP.NET related requests.
Please CC app_scan@epa.gov<mailto:app_scan@epa.gov> for all Code Review/AppScan related requests.
From: Svitlana Shlykova [mailto:sshlykova@crgt.com]
Sent: Monday, December 29, 2014 11:18 AM
To: WAH Security; Crawford, David
Cc: Ferko, Dan; Jessica Ferguson; Jennifer Morgan; Sung Cho; Childers, Paula; Burgess, Christopher Subject: [Ex. 4 CB] update per secutiry reason.
Hello,
We have completed and tested deployments of <a href="Ex.4CBI">Ex.4CBI</a> in staging. These deployments are due to update of JQuery to a newer version (required by ESC).
The change to code is not big ( up to 6 files(jsp, js) per application are touched), but it also includes
new Ex.4 CBI library code.
David/Michelle how do you want us to proceed? Do you want us to send you diff files without Ex. 4 CBI
library code, or you prefer to do full scan in this case?
Thanks,
Svitlana.
Svitlana Shlykova
Software Developer
CRGT Inc
11921 Freedom Drive, Suite #1000
Reston, VA 20190
sshlykova@crgt.com<mailto:sshlykova@crgt.com>
o: 703-326-0888 ext.265
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[cid:image001.png@01CEB914.F8C41E90]
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From: Spradling, LeAnn [Spradling.LeAnn@epa.gov]

**Sent**: 11/21/2014 8:18:43 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]

**Subject**: FW: Summary of EMP Risk Assessment

Attachments: EMP\_[Ex.4 CBI] VulnerabilityReport.xlsx; 02. EMP EMPPROD (Ex.4 CBI) Database - ESC Summary Export.xlsx; 02. EMP

EMPSTG Ex. 4 CBI Database - ESC Summary Export.xlsx; 04 EPA\_EMP\_Services Report.pdf; 00. EPA EMP Penetration

Testing Report.pdf

Paula — can you have a look at the  $\boxed{\text{Ex. 4 CBI}}$  ones on the  $\boxed{\text{Ex. 4 CBI}}$  Spreadsheet above. A lot fo those are information or  $\boxed{\text{Ex. 4 CBI}}$  hosting's problem — but there are a number referencing outdated  $\boxed{\text{Ex. 4 CBI}}$  Do you think this could be one of those things where an old  $\boxed{\text{Ex. 4 CBI}}$  is still loitering on the box — or are we really not up to date?

LeAnn Spradling | Manager CAP EPA CAM | CGI Federal 2800 Meridian Pkwy, Durham, NC 27713

T: 919-294-3721 | M: 919-260-2750 | spradling.leann@epa.gov

From: Ferko, Dan

Sent: Friday, November 21, 2014 1:23 PM

To: Jones, Macon; Spradling, LeAnn; Smith, Doug L; Jessica Ferguson (jferguson@crgt.com)

**Cc:** Fogarty, Stephen; Thomas, Rob

Subject: FW: Summary of EMP Risk Assessment

Greetings all,

The EMP program recently underwent a risk assessment, which produced numerous files documenting the findings. Below I am attempting to simplify by categorizing and forwarding the issues to the correct group. There are more files if anyone really wants the full set:).

I believe there are four categories of risks that need to be addressed...

 OS and Middleware issues on the app servers - listed in the attached xls file (EMP LINUX VulnerabilityReport.xlsx)

Unix Team (Macon) and Middleware Team (LeAnn) - Can you please address the OS-level or Middleware-level vulnerabilities? Perhaps you can provide a general statement about your Agency approved patching practices that EMP can use to respond to the auditors.

2) Vulnerabilities on the databases – listed in the attached xlsx files (EMP EMPPROD Ex. 4 CBI Database – ESC Summary Export.xlsx)

DBSS (Doug) – Can you please address the database vulnerabilities? Similar to and Ex. 4 CBI, perhaps there is a general statement that could be made about approved patching practices for all Ex. 4 CBI dbs.

3) Port issues – listed in the attached file (EPA EMP Services Report.pdf)

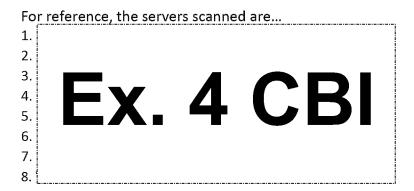
Unix Team (Macon) - can you please respond the open issues in the report?

4) App scans – cross-site scripting vulnerability documented on page 8 of the penetration testing file (00.EPA EMP Penetration Testing Report.pdf)

CRGT (Jessica) - Can you please look into this cross-site scripting vulnerability?

Please let me know if you need additional information about what is being asked. Please forward your responses back to Rob Thomas from the EMP team, cc'd here.

Thanks for your help on this, Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808



From: Karrie, Joan [Karrie.Joan@epa.gov]

**Sent**: 12/15/2014 3:56:02 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Jessica Ferguson [jferguson@crgt.com]

CC: Ferko, Dan [Ferko.Daniel@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Svitlana Shlykova

[sshlykova@crgt.com]; Unix Group [group.unix@epa.gov]; Burgess, Christopher [Burgess.Christopher@epa.gov]

Subject: RE: IPv6 issue on Ex. 4 CBI

Folks, please remove me from these deployment-type emails for the time I am on detail; I'll let you know when I'm back. Please include Christopher Burgess on the emails as he is taking over for me while I'm gone. thanks

Joan Karrie

Special Assistant EPA/OSWER/OEM MC 5104A

WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469

From: Childers, Paula

Sent: Sunday, December 14, 2014 4:00 PM

To: Karrie, Joan; Jessica Ferguson

Cc: Ferko, Dan; Spradling, LeAnn; Svitlana Shlykova; Unix Group

Subject: IPv6 issue on Ex. 4 CBI

Hi all;

The quarterly middleware updates for Production EMP server are nearly complete, but we have run into an issue with the IPv6 interfaces on the server.

When I went to restart Ex. 4 CBI, it could not bind to the IPv6 address:

## Ex. 4 CBI

Unable to open logs

I checked on the system and apparently the IPv6 address interfaces are no longer available:

Ex. 4 CBI

# Ex. 4 CBI

I have contacted the UNIX Hosting pager carrier. They seemed to think there may be other network issues, but it may be a lingering issue from the **Ex. 4 CBI** migration last week. They are gone to check further now. I will fill you in as I hear anything.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Jessica Ferguson [jferguson@crgt.com]

**Sent**: 12/15/2014 12:37:19 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]

CC: Ferko, Dan [Ferko.Daniel@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Svitlana Shlykova

[sshlykova@crgt.com]; Unix Group [group.unix@epa.gov]

Subject: Re: IPv6 issue on Ex. 4 CBI

Hi Paula, everything looks good with the apps!

Thanks,

Jess Ferguson Senior Consultant CRGT Inc 198 Van Buren St., Suite 120 Herndon, VA 20170 jferguson@crgt.com

#### **Delivering Results Through Agility**

The later large mare to digloyal. The Re way two loss moved, remard, or stable Velly had be displayed to the red its marketine.				

From: Childers, Paula < Childers. Paula@epa.gov> Sent: Sunday, December 14, 2014 4:51 PM

To: Karrie, Joan; Jessica Ferguson

Cc: Ferko, Dan; Spradling, LeAnn; Svitlana Shlykova; Unix Group

Subject: Re: IPv6 issue on Ex. 4 CBI

All;

It appears the IPv6 issues have been resolved, at least for Ex. 4 CBI

I have been able to restart [Ex. 4 CBI], and all the services are now up and running. Please test the upgraded environments and let us know if you see any issues.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Childers, Paula

Sent: Sunday, December 14, 2014 3:59 PM

To: Karrie, Joan; Jessica Ferguson

Cc: Ferko, Dan; Spradling, LeAnn; Svitlana Shlykova; Unix Group

Subject: IPv6 issue on Ex. 4 CBI

Hi all;

The quarterly middleware updates for Production EMP server are nearly complete, but we have run into an issue with the IPv6 interfaces on the server.

When I went to restart Ex. 4 CBI, it could not bind to the IPv6 address:

## Ex. 4 CBI

Unable to open logs

I checked on the system and apparently the IPv6 address interfaces are no longer available:

Ex. 4 CBI

I have contacted the UNIX Hosting pager carrier. They seemed to think there may be other network issues, but it may be a lingering issue from the **Ex. 4 CBI** imigration last week. They are gone to check further now. I will fill you in as I hear anything.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Li, Wei [Li.Wei@epa.gov]
Sent: 12/5/2014 2:13:06 AM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Daniel M (CGI Federal) [daniel.ferko@cgifederal.com]; Jessica

Ferguson [jferguson@crgt.com]; Ferko, Dan [Ferko.Daniel@epa.gov]; Dunham, Adam [Dunham.Adam@epa.gov];

Svitlana Shlykova [sshlykova@crgt.com]; Jennifer Morgan [jduvon@crgt.com]; Waldo, James V.

[Waldo.James@epa.gov]

CC: Fogarty, Stephen [Fogarty.Stephen@epa.gov]; Barefield, Andrew [Barefield.Andrew@epa.gov]; ADC Project

Coordinators [ADC\_Project\_Coordinators@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]; Jones, Macon

[Jones.Macon@epa.gov]

Subject: RE: EMP RH6 Production Cutover - Master Thread

Try again.

From: Childers, Paula

Sent: Thursday, December 04, 2014 9:13 PM

To: Ferko, Daniel M (CGI Federal); Li, Wei; Jessica Ferguson; Ferko, Dan; Dunham, Adam; Svitlana Shlykova; Jennifer

Morgan; Waldo, James V.

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan; Jones, Macon

Subject: Re: EMP RH6 Production Cutover - Master Thread

Still not working, Wei.

Dan may be right, we may just have to wait a while for the routing tables to be refreshed. Do you know if NCF can push a change like that?

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Ferko, Daniel M (CGI Federal) < daniel.ferko@cgifederal.com>

Sent: Thursday, December 4, 2014 9:10 PM

To: Li, Wei; Childers, Paula; Jessica Ferguson; Ferko, Dan; Dunham, Adam; Svitlana Shlykova; Jennifer Morgan; Waldo,

James V.

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan; Jones, Macon

Subject: RE: EMP RH6 Production Cutover - Master Thread

Could be network routing tables need to be refreshed. Their cached data gets refreshed over time.

From: Li, Wei [mailto:Li.Wei@epa.gov]

Sent: Thursday, December 04, 2014 9:05 PM

To: Childers, Paula; Jessica Ferguson; Ferko, Dan; Dunham, Adam; Svitlana Shlykova; Jennifer Morgan; Ferko, Daniel M

(CGI Federal); Waldo, James V.

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan; Jones, Macon

Subject: RE: EMP RH6 Production Cutover - Master Thread

Try now.

From: Childers, Paula

Sent: Thursday, December 04, 2014 9:01 PM

To: Li, Wei; Jessica Ferguson; Ferko, Dan; Dunham, Adam; Svitlana Shlykova; Jennifer Morgan;

daniel.ferko@cgifederal.com; Waldo, James V.

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan

Subject: Re: EMP RH6 Production Cutover - Master Thread

Followup: I have a vague memory that Wei had to reboot both of the servers, the old one and the new one, when we saw this happen before. Wei, if you don't see anything right away, perhaps try that?

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Childers, Paula

Sent: Thursday, December 4, 2014 8:54 PM

To: Li, Wei; Jessica Ferguson; Ferko, Dan; Dunham, Adam; Svitlana Shlykova; Jennifer Morgan;

daniel.ferko@cgifederal.com; Waldo, James V.

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan

Subject: Re: EMP RH6 Production Cutover - Master Thread

Well, this is quite fascinating.

I have the **Ex. 4 CBI** in place, and have started up all the services. I see **Ex. 4 CBI** and all the **Ex. 4 CBI** operating. However, when I try to go to the server to see the pages, the requests are timing out. Nagios can't see anything, either, and still believes everything is down.

I seem to recall we saw behavior like this one time before, but I don't recall if something had to be done, or if the issue went away on its own (such as when a cache timed out and was flushed). Wei, do you recall that?

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Li, Wei

Sent: Thursday, December 4, 2014 8:42 PM

To: Childers, Paula; Jessica Ferguson; Ferko, Dan; Dunham, Adam; Svitlana Shlykova; Jennifer Morgan;

daniel.ferko@cgifederal.com; Waldo, James V.

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan

Subject: RE: EMP RH6 Production Cutover - Master Thread

Yes, the RH5 one is called tlava now.

From: Childers, Paula

Sent: Thursday, December 04, 2014 8:42 PM

To: Li, Wei; Jessica Ferguson; Ferko, Dan; Dunham, Adam; Svitlana Shlykova; Jennifer Morgan;

daniel.ferko@cgifederal.com; Waldo, James V.

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan

Subject: Re: EMP RH6 Production Cutover - Master Thread

Ex. 4 CBI reinstall/reconfiguration is complete. However, I just discovered we had not captured the /etc/init.d/rc.appserver master script in the rsynch's, so I'll need to go get it before I can start everything up. Wei, I assume the old Lava is available as "tlava"? Thanks, Paula Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov From: Childers, Paula Sent: Thursday, December 4, 2014 8:06 PM To: Li, Wei; Jessica Ferguson; Ferko, Dan; Dunham, Adam; Svitlana Shlykova; Jennifer Morgan; daniel.ferko@cgifederal.com Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan Subject: Re: EMP RH6 Production Cutover - Master Thread I will now begin the Ex. 4 CBI reconfig. Dan is having email issues tonight, cc'ing his other address on here so please continue thread from this message. Thanks. Paula Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov From: Li, Wei Sent: Thursday, December 4, 2014 8:02 PM To: Jessica Ferguson; Childers, Paula; Ferko, Dan; Dunham, Adam; Svitlana Shlykova; Jennifer Morgan Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan Subject: RE: EMP RH6 Production Cutover - Master Thread IPs and hostnames are swapped. Thanks! From: Li, Wei Sent: Thursday, December 04, 2014 7:28 PM To: 'Jessica Ferguson'; Childers, Paula; Ferko, Dan; Dunham, Adam; Svitlana Shlykova; Jennifer Morgan Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan Subject: RE: EMP RH6 Production Cutover - Master Thread Rsync is done. Going to switch IP/hostname. Thanks!

From: Jessica Ferguson [mailto:jferguson@crgt.com]

Sent: Thursday, December 04, 2014 7:19 PM

To: Childers, Paula; Ferko, Dan; Li, Wei; Dunham, Adam; Svitlana Shlykova; Jennifer Morgan

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan

Subject: RE: EMP RH6 Production Cutover - Master Thread

Thanks for starting the thread Paula. Just responding to all and adding Svitlana and Jenn, who will be testing with me tonight.

Thanks!

Jess

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Thursday, December 04, 2014 7:04 PM

To: Ferko, Dan; Li, Wei; Jessica Ferguson; Dunham, Adam

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan

Subject: Re: EMP RH6 Production Cutover - Master Thread

Front ends on "old" Lava have been shut down; ready for rsych to begin.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Childers, Paula

Sent: Thursday, December 4, 2014 5:22 PM

To: Ferko, Dan; Li, Wei; Jessica Ferguson; Dunham, Adam

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan

Subject: Re: EMP RH6 Production Cutover - Master Thread

I'll shut down the front ends at 7pm so that there won't be any issues with the rsych or data missed.

Wei -

In the interest of getting the latest log files, I think it might be best to rsync all of /public, not just <u>Ex. 4 CBI</u> or at least, to get <u>Ex. 4 CBI</u> and <u>Ex. 4 CBI</u>. I have to recompile and reinstall the apache webgate stuff anyway so that won't be an issue from my perspective.

Please let me/us know if that's do-able.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Ferko, Dan

Sent: Thursday, December 4, 2014 5:15 PM

To: Li, Wei; Jessica Ferguson; Dunham, Adam; Childers, Paula

Cc: Fogarty, Stephen; Barefield, Andrew; ADC Project Coordinators; Karrie, Joan

Subject: EMP RH6 Production Cutover - Master Thread

All,

Please respond to this email to update the group on how you are doing with regard to the cutover steps below.

#### Thursday, Dec. 4th

7pm - Wei does the final rsync on tlava.

Approx. 8pm - With rsync complete, swap IP and names between lava and tlava (Wei)

Approx. 8:20pm - Install new webgate, with WAM Team available for assistance (Paula, Adam)

Approx. 8:45pm - Apache configuration changes (Paula)

9pm - Testing of the applications begins(Jess and team)

9:30pm - Testing results communicated (Jess and team

#### Thanks,

Dan

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From: Childers, Paula [Childers.Paula@epa.gov]

**Sent**: 1/12/2015 6:56:20 PM

To: Karrie, Joan [Karrie.Joan@epa.gov]; Burgess, Christopher [Burgess.Christopher@epa.gov]

CC: Li, Wei [Li.Wei@epa.gov]; Hare, Vickie [Hare.Vickie@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Ferko,

Dan [Ferko.Daniel@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Fogarty, Stephen [Fogarty.Stephen@epa.gov]

Subject: Swap / RAM issues on Ex. 4 CBI emp\_equipment is CRITICAL on lava at 01-12-2015 13:10:30

Hi all;

Just a short while ago, the Equipment Ex. 4 CBI instance on paged as down. Before I could do much of anything to check on it, it had paged as back up. It appears the Ex. 4 CBI was never actually down..... BUT -

I noticed when I went into our Ex. 4 CBI monitoring system to acknowledge the page, that the server was also showing an alert for swap space at less than 8% !!!!!! The Ex. 4 CBI was slow because the server is hitting it's maximum.

A check of TOP for the system showed these disturbing stats:

top - 13:18:37 up 38 days, 16:15, 1 user, load average: 0.79, 0.82, 0.66

Tasks: 161 total, 1 running, 160 sleeping, 0 stopped, 0 zombie

Cpu(s): 1.0%us, 2.0%sy, 0.0%ni, 96.5%id, 0.5%wa, 0.0%hi, 0.0%si, 0.0%st Mem: 3923752k total, 3793300k used, 130452k free, 1528k buffers Swap: 4095996k total, 3739300k used, 356696k free, 29580k cached

The Ex. 4 CBI log for Equipment shows the current process running some kind of submission job:

## Ex. 4 CBI

I checked the heap memory settings for the Ex. 4 CBI currently running on Lava and this is what is currently operating:

Ex. 4 CBI

train
emp aka equipment
fr
oildb
ccat

That's **9GB** worth of potential max heap, plus what would be consumed by perm, native, and overhead beyond that setting total. However, unless I'm badly mistaken, Lava **only has 4GB** of RAM. Clearly, something needs to change!!!!!

It would appear that most of the Tomcats and applications do not typically run at anywhere near their possible maximums, or else the server would have been in trouble long ago. I can't seem to find current stats on the JVMs in EM7, I will need to look into that.

Unless we can do something to drastically reduce memory consumption by all the other Tomcats to "make room" for Equipment, or there's something chewing memory in the actual job Equipment is performing, then I think the best course of action is going to be to add RAM to the Lava server.

I would recommend at a minimum, enough be added to allow for all the Java heaps to run at their max simultaneously, which would be at least <u>6GB added</u> to make 10GB total.

Best practice would generally dictate having at least another 4 to 5 GB available for the OS and the various native/overhead associated with the heaps, but that could wait to see if the actual runtime needs are low enough for the lesser amount to suffice.

Wei, Vickie, what would need to be done to add RAM to Ex. 4 CBI? It is \$ Ex. 4 CBI dedicated.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Nagios Service Account <nagios@rtpnc.epa.gov>

Sent: Monday, January 12, 2015 1:10 PM

To: Childers, Paula

Subject: Ex. 4 CBI equipment is CRITICAL on lava at 01-12-2015 13:10:30

Ex. 4 CBI

Message	
8pm as usu	ıal.
Did we war	t to deploy the others as well? Since <u>Ex.4 CBI</u> passed review?
CAP EPA 0 2800 Merid	lers   Consultant, CAM Middleware CAM   CGI Federal ian Parkway, Suite 150, Durham, NC 27713 22   childers.paula@epa.gov
Sent: Tueso To: Ferko, I Cc: Spradlin	ana Shlykova <sshlykova@crgt.com> day, January 13, 2015 11:33 AM Dan; Jessica Ferguson; Childers, Paula ng, LeAnn; Sung Cho; Karrie, Joan oduction Deployment of FR, CCAT and Equipment TONGIHT.</sshlykova@crgt.com>
-	o schedule tonight is production deployment of <b>Ex.4 CBI</b> and Equipment With this twe will upgrade the <b>Ex.4 CBI</b> library in our applications to newer version.
All the char	nges are scanned and approved and as you can see below Joan approved the production release.
Paula, Can you ple	ease let us know what time will work for you for the deployment? 8pm as usual?
Please take	s for deployments. the code from staging. The only changed files are some .jsp, .js and .tag(.tag only in Equipment) files. The and configuration files has not changed, so you can re-use the production files.
FR:	oga in

Please change in **Ex. 4 CBI** version=11.8

build.date=Jan 13, 2015

CCAT:

Please change in Ex. 4 CBI

version=17.0

build.date=Jan 13, 2015

Equipment

Please change in Ex. 4 CBI

version=15.2

build.date=Jan 13, 2015

Let me know if you have any questions.

Thanks, Svitlana.

From: Karrie, Joan [mailto:Karrie.Joan@epa.gov]

Sent: Monday, January 05, 2015 8:21 AM

To: Lindsey, Susan; Ferko, Dan; Svitlana Shlykova; Jessica Ferguson

Cc: App Scan

Subject: RE: EMP CCAT Scan Complete

All: Please put all the EMP applications into production on a schedule as per NCC and CRTG. Thank you.

Joan Karrie
Special Assistant

EPA/OSWER/OEM MC 5104A WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469 cell: 202-774-4796

From: Lindsey, Susan

Sent: Friday, January 02, 2015 7:10 PM

To: Karrie, Joan; Ferko, Dan; sshlykova@crgt.com

Cc: App Scan

Subject: EMP CCAT Scan Complete

Scan complete, no issues. Cleared for production.

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713

lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

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#### Message

From: Childers, Paula [Childers.Paula@epa.gov]

**Sent**: 1/13/2015 9:30:20 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]; Hare, Vickie [Hare.Vickie@epa.gov]; Fogarty, Stephen

[Fogarty.Stephen@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]

Subject: Re: RAM issue on Ex. 4 CBI

Vickie, does the Ex. 4 CBI environment have sufficient resources to give them 20GB? Or at least 16?

Our rule of thumb for minimum RAM is generally to add all the MAX allocation settings and then ask for that, plus about 30%-40% for overhead, plus at least 2GB for the OS. The sum of max heaps and max perms is around 10GB + 4GB +2GB = 16GB.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Ferko, Dan

Sent: Tuesday, January 13, 2015 4:17 PM

To: Childers, Paula; Hare, Vickie; Fogarty, Stephen; Li, Wei

Subject: RE: RAM issue on Ex. 4 CBI

Yes. My notes from back in November of 2013 were that lava was initially built out with 20G, to match the 20G on the shared server (longhorn) from where they were moving. Somewhere along the way it got cut to the current 4G.

Stephen – has NCC been billing EMP for 4G or 20G for Do we have any history of them requesting the RAM be reduced?

Paula - What is our new recommendation for what is needed...12G, 16G, 20G?

Wei/Vicki – Any issues with increasing the RAM, once Paula makes her recommendation?

Thanks, Dan

From: Childers, Paula

Sent: Tuesday, January 13, 2015 3:20 PM

To: Ferko, Dan; Ventura, Pablo

Cc: Li, Wei; Hare, Vickie; Spradling, LeAnn

Subject: Re: RAM issue on [EX 4 CBI]

I think I may have uncovered the source of this issue: It appears there was a drastic reduction in RAM allocation when the Ex. 4 CBI migrated to Ex. 4 CBI in December.

I'm pretty sure Ex. 4 CBI was originally built out with quite a bit more than 4GB of RAM. The documentation I can find for that buildout last spring shows it was quoted at 20GB. It is currently showing only 4GB.

Fractal, their staging server, has 12 GB, so apparently the migration there retained the prior RAM allocation.

I'm sure Ex. 4 CBI Hosting can pull historic documentation to see exactly what was on the VM prior to the RH6 migration.

Dan, Pablo, Wei, or Vickie - Was this something that was discussed with the customer, and they requested or approved

the lesser allocation? (such as for cost savings)? If so, please forward any emails discussing this, as I'd like to have them to bring to the customer's attention.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Jessica Ferguson < <a href="mailto:jferguson@crgt.com">jferguson@crgt.com</a>>
Sent: Tuesday, January 13, 2015 2:01 PM

**To:** Karrie, Joan; Ferko, Dan; Childers, Paula; Svitlana Shlykova **Cc:** ADC Project Coordinators; Li, Wei; Hare, Vickie; Fogarty, Stephen

Subject: RE: RAM issue on Ex.4 CBI

Yep, thanks for reminding me...that was something else we were curious about. Are these issue manifesting in the other environments and if not would they happen there if more people were using ETM in those environments?

From: Karrie, Joan [mailto:Karrie.Joan@epa.gov]
Sent: Tuesday, January 13, 2015 12:57 PM

**To:** Jessica Ferguson; Ferko, Dan; Childers, Paula; Svitlana Shlykova **Cc:** ADC Project Coordinators; Li, Wei; Hare, Vickie; Fogarty, Stephen

Subject: RE: RAM issue on Ex. 4 CBI

Jess, besides which, didn't you say that it wasn't happening with Equipment Training (Demo/Practice) in production? Only Equipment Tracking?

Joan Karrie
Special Assistant
EPA/OSWER/OEM
MC 5104A

WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469 Cell: Ex.6 Personal Privacy (PP)

From: Jessica Ferguson [mailto:jferguson@crgt.com]

Sent: Tuesday, January 13, 2015 12:54 PM

To: Ferko, Dan; Childers, Paula; Svitlana Shlykova

Cc: Karrie, Joan; ADC Project Coordinators; Li, Wei; Hare, Vickie; Fogarty, Stephen

Subject: RE: RAM issue on [Ex. 4 cBl]

Hi Dan,

What wasn't clear to us is if this has been a chronic issue or something that's only come up recently. We haven't made anything other than very minor cosmetic and small bug fixes to ETM over the last year, so if ETM just started causing this issue recently we wanted to see if there's something we should do with the app.

Thanks, Jess From: Ferko, Dan [mailto:Ferko.Daniel@epa.gov] Sent: Tuesday, January 13, 2015 12:46 PM

To: Childers, Paula; Jessica Ferguson; Svitlana Shlykova

Cc: Karrie, Joan; ADC Project Coordinators; Li, Wei; Hare, Vickie; Fogarty, Stephen

Subject: RE: RAM issue on Ex. 4 CBI

Jess, Joan,

I'm wondering how much discussion is needed. If there is nothing temporary on lava that is consuming RAM and will go away, then the permanent apps on there are pushing the RAM limits and we recommend more. Do you need additional info to help make your decision about adding more, or how much more to add? Please let me know.

Thanks,

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808

From: Childers, Paula

Sent: Tuesday, January 13, 2015 11:03 AM

To: Jessica Ferguson; Svitlana Shlykova; Ferko, Dan

Cc: Karrie, Joan; ADC Project Coordinators; Li, Wei; Hare, Vickie

Subject: Re: RAM issue on [Ex. 4 cBi]

Unfortunately, I have meetings today at 11:30, 1, 2, and 3, and I think we really need someone from the Hosting team available if you want to discuss resource allocation on Linux VMs.

Dan if you &/or the ADC coordinators can find a short time to schedule something...?

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Jessica Ferguson < <u>iferguson@crgt.com</u>>
Sent: Tuesday, January 13, 2015 10:55 AM
To: Childers, Paula; Svitlana Shlykova; Ferko, Dan

Cc: Karrie, Joan

Subject: RE: RAM issue on Ex. 4 CBI

Dan/Paula,

At this point, may I suggest that we have a phone call to further discuss this? Our calendars are open until 3 PM today.

Thanks, Jess

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Tuesday, January 13, 2015 10:02 AM

To: Svitlana Shlykova

Cc: Jessica Ferguson; Karrie, Joan; Ferko, Dan

Subject: Re: RAM issue on Ex. 4 CBI

Per Joan's email, I have restarted - and per Svitlana's note below, I have also moved off the Ex. 4 CBI catalina.out log files for Equipment and Equipmenttest prior to the restart. I checked and FR / FRtest also had large catalina.outs so I also archived those & restarted.

At the moment, the swap usage has dropped by about half, but that is almost certainly going to change as the newly-restarted apps are used. The base RAM is still almost completely utilized ( the only part not used at any given moment appears to be that which is being released by running processes in dynamic reallocation ), and a good bit of usage is still present for swap.

Mem: 3923752k total, 3810976k used, 112776k free, 6384k buffers Swap: 4095996k total, 1764632k used, 2331364k free, 86220k cached

[r Ex. 4 CBI ]\$ free

total used free shared buffers cached Mem: 3923752 3809724 114028 0 6724 87612

-/+ buffers/cache: 3715388 208364 Swap: 4095996 1763948 2332048

In other words, you still need RAM, soon.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Svitlana Shlykova <sshlykova@crgt.com> Sent: Tuesday, January 13, 2015 9:29 AM

To: Childers, Paula

Cc: Jessica Ferguson; Karrie, Joan; Ferko, Dan

Subject: RE: RAM issue on Ex. 4 CBI

Paula, also if the logs file are huge, it's better to archive them and let the tomcat create the new ones.

From: Childers, Paula [mailto:Childers.Paula@epa.gov]

Sent: Tuesday, January 13, 2015 9:12 AM

To: Svitlana Shlykova

Cc: Jessica Ferguson; Karrie, Joan; Ferko, Dan

Subject: Re: RAM issue on Ex. 4 cBi

Hi Svitlana/all;

I've made these changes:

## Ex. 4 CBI

I'm assuming these incorrect settings were reintroduced at the last WAR deployment, as I seem to recall having made these same changes before.

Joan, I will need your permission to restart the Ex. 4 CBI during the day to pick up these changes. Otherwise they will take effect at the next restart (midnight).

Just FYI, I sincerely doubt this is going to have much of an effect on the overall server condition. Here's the current stats on memory usage:

Mem: 3923752k total, 3806700k used, 117052k free, 4596k buffers Swap: 4095996k total, 4095808k used, 188k free, 33312k cached

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Svitlana Shlykova < <a href="mailto:sshlykova@crgt.com">sent: Tuesday, January 13, 2015 8:35 AM</a>

**To:** Childers, Paula **Cc:** Jessica Ferguson

Subject: RAM issue on Ex. 4 CBI

Hi Paula,

- 1) Can you please check if log4j for equipment is set to DEBUG level, if so please change to INFO. Also please make sure that log4j.category.org.hibernate=ERROR
- 2) Please check the file WEB-INF/ Ex. 4 CBI Make sure that "cronExpression" is set to bolded text.

# Ex. 4 CBI

And

Ex. 4 CBI

Hope it will help.

The Equipment Ex. 4 CBI needs to be restarted to activate new settings.

Thanks,

Svitlana.

Svitlana Shlykova
Software Developer
CRGT Inc
11921 Freedom Drive, Suite #1000
Reston, VA 20190
sshlykova@crqt.com
O: 703-326-0888 ext.265

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#### Message

From: Childers, Paula [Childers.Paula@epa.gov]

**Sent**: 1/7/2015 5:11:48 PM

**To**: Svitlana Shlykova [sshlykova@crgt.com]

CC: Jessica Ferguson [jferguson@crgt.com]; Ferko, Dan [Ferko.Daniel@epa.gov]; Spradling, LeAnn

[Spradling.LeAnn@epa.gov]

Subject: Re: cleaning after | Ex. 4 CBI | security scan in STAGING

Done.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Svitlana Shlykova <sshlykova@crgt.com> Sent: Wednesday, January 7, 2015 12:06 PM

To: Childers, Paula

Cc: Jessica Ferguson; Ferko, Dan; Spradling, LeAnn

Subject: cleaning after EX. 4 CBI | Security scan in STAGING

Hello,

Paula, could you please delete everything under Ex. 4 CBI

on Ex. 4 CBI server?

All this content was created by security scan and needs to be deleted before next security scan will run.

Thanks, Svitlana.

Svitlana Shlykova
Software Developer
CRGT Inc
11921 Freedom Drive, Suite #1000
Reston, VA 20190
sshlykova@crgt.com
O: 703-326-0888 ext.265

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From: Childers, Paula [Childers.Paula@epa.gov]

Sent: 1/6/2015 7:46:18 PM

Lindsey, Susan [Lindsey.Susan@epa.gov] To:

CC: Ferko, Dan [Ferko.Daniel@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; ADC Project Coordinators

[ADC Project Coordinators@epa.gov]

Subject: Re: Security scan request for FR-11.8, Ex. 4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

Thanks, Susan!

Dan, I recommend a discussion of the scan results and next steps/scheduling be added to the agenda for tomorrow's EMP ADC meeting, if you have not already done so :-).

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Lindsey, Susan

Sent: Tuesday, January 6, 2015 2:09 PM

To: Childers, Paula; App Scan Cc: Ferko, Dan; Spradling, LeAnn

Subject: RE: Security scan request for FR-11.8, Empadmin-14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

All the EMP scans have been run. The EMP Admin was the only one that did not pass due to one Stored Cross-Site Scripting issue.

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713 lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

----Original Message----

From: Childers, Paula Sent: Tuesday, January 06, 2015 2:08 PM

To: Lindsey, Susan; App Scan Cc: Ferko, Dan; Spradling, LeAnn

Subject: Re: Security scan request for FR-11.8, Ex.4CBI -14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

Hi all;

I just wanted to check in to be sure the scans were able to be run, and ask if we had any information as to whether the updates had passed?

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Lindsey, Susan

Sent: Wednesday, December 31, 2014 11:46 AM

To: Childers, Paula; Ferko, Dan; Waldo, James V.

Cc: App Scan

Subject: RE: Security scan request for FR-11.8, Ex.4CBI-14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

YES!!! Jay Waldo reset the password for [Ex.408] review on staging and I have successfully logged into EMP Admin. I'll start running the scans today.

Thank you everyone for all your help!!!!

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713 lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

----Original Message----From: Childers, Paula

Sent: Wednesday, December 31, 2014 11:01 AM

To: Lindsey, Susan; Ferko, Dan

Cc: App Scan

Subject: Re: Security scan request for FR-11.8, Empadmin-14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

it's actually waastage:

#### Ex. 4 CBI

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Lindsey, Susan

Sent: Wednesday, December 31, 2014 10:55 AM

To: Ferko, Dan

Cc: App Scan; Childers, Paula

Subject: RE: Security scan request for FR-11.8, Ex.4CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

I actually had to reboot my system but the Ex.4CBI doesn't come up for me. I obviously had a new browser session but I get the message the webpage can't be displayed.

----Original Message----

From: Ferko, Dan

Sent: Wednesday, December 31, 2014 10:16 AM

To: Lindsey, Susan

Cc: App Scan; Childers, Paula Subject: RE: Security scan request for FR-11.8, **Ex. 4 CBI**-14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

Susan,

The WAA staging site is Ex.4CBI

Please go there and confirm that you have the correct password for java\_review. Please start with a new browser session.

If you have the correct password, then attempt to log into the EMP apps using that password. If there are problems, please take screenshots that we can send on to the developers.

Thanks, Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808

From: Childers, Paula

Sent: Wednesday, December 31, 2014 9:51 AM

To: Lindsey, Susan; Ferko, Dan; App Scan; Spradling, LeAnn

Subject: Re: Security scan request for FR-11.8, Ex.4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

Hi folks -

Given that the Ex.4cm|review user has been used many times before to access and review all of these applications, I doubt it is a rights issue at the access management level.

It appears that the problem currently at hand is that the Reviewers are seeing an application-level issue when you/they try to login that the developers are NOT seeing when they login. If they don't know what the problem is, they can't fix it.

Therefore, I'd think the fastest course of action would be for a Reviewer who is seeing the issue to get in touch with the developers directly and provide them with a detailed description of the problem, so that the developers can then go determine the cause and fix it. I (or Dan) can provide contact information for the developers if you don't already have it.

Alternately, I can work with someone on the review team to gather up the equivalent information needed, and send it on to the developers, such as timestamps, screenshots of errors and/or behavior, and log records from a specific access attempt to each of the applications in question with the java\_review user.

Let me know how you'd like to proceed. Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Lindsey, Susan Sent: Wednesday, December 31, 2014 9:21 AM To: Ferko, Dan; Childers, Paula; App Scan

Subject: RE: Security scan request for FR-11.8, Ex.4CB -14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

We should be able to run the scans if the developers can take the necessary steps for the application to accept the current password. However, we need to verify you have the most current password. Shall I call you?

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713 lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

----Original Message----

From: Ferko, Dan

Sent: Wednesday, December 31, 2014 9:18 AM
To: Lindsey, Susan; Childers, Paula; App Scan

Subject: RE: Security scan request for FR-11.8, Ex.4CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

I believe we have the correct password for the java\_review user in Staging. Can we give that password to the developers, have them assure that [Ex. 4 CB] review can run all the apps as required (for scanning), and then reset the password and run the scans?

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808

From: Lindsey, Susan

Sent: Wednesday, December 31, 2014 9:01 AM To: Ferko, Dan; Childers, Paula; App Scan

Subject: RE: Security scan request for FR-11.8, Ex.4cm -14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

Svitlana Shlykova indicated in an earlier email that [Ex.408] review does have roles in the application. I can only say I have tried logging on the application with [Ex.408] review using the current password as well as the previous two passwords and was never successful.

If it would result in a faster turnaround, the developers can create a username and password for us to use when running the scans.

----Original Message----

From: Ferko, Dan

Sent: Wednesday, December 31, 2014 8:54 AM

To: Lindsey, Susan; Childers, Paula; App Scan

Subject: RE: Security scan request for FR-11.8, Ex.4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

What I am hearing is that we have the exaced review credentials and that we need the developers to arrange for that user to have privileges to run the EMP apps that need scanned.

If this is correct, I will request the developers to take action. Do we agree this is the next step? Thanks.

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808 From: Lindsey, Susan Sent: Tuesday, December 30, 2014 5:20 PM To: Childers, Paula; Ferko, Dan Cc: App Scan; Spradling, LeAnn; Barefield, Mike Subject: RE: Security scan request for FR-11.8, **Ex.4CBI** 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0 Sorry Paula. The email was sent before I was finished. Do you have any suggestions or can you point me somewhere to get help with this? Thank you. Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713 lindsey.susan@epa.gov<mailto:lindsey.susan@epa.gov> | susan.lindsey@cgifederal.com From: Lindsey, Susan Sent: Tuesday, December 30, 2014 5:18 PM To: Childers, Paula; Ferko, Dan Cc: App Scan; Spradling, LeAnn Subject: RE: Security scan request for FR-11.8, Ex. 4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0 You're right Paula. I do have the correct password but I was never able to log on under [EX.408] review. did test with my owner User-ID and was able to log onto one of the URLs successfully. Not sure which of the five it was. Thank you. Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713 lindsey.susan@epa.gov<mailto:lindsey.susan@epa.gov> susan.lindsey@cgifederal.com<mailto:susan.lindsey@cgifederal.com> From: Childers, Paula Sent: Tuesday, December 30, 2014 4:55 PM To: Ferko, Dan Cc: App Scan; Spradling, LeAnn Subject: Re: Security scan request for FR-11.8, Ex. 4 CBI 14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0 I don't think the review team would ever have given the Ex.4cm|review user's password to the EMP developers...

I can see in the empadmin instance log files where it appeared the java\_review user was being authenticated:

empadmin: 2014-12-30 14:47:34,343 INFO ( Ex.4CBI | security.EmpSecurityServiceImpl - class gov.epa.commonframework.security.EmpSecurityServiceImpl.isUserInGroup() TRUE User (Ex.4CBI | review is member of Group | Ex.4 CBI |

but then later I see where Susan tried to login with her own account, which of course failed:

Ex. 4 CBI AuthenticationServiceException: User : slindsey must have either OEM\_GENERAL or EPA\_EMPLOYEE group membership.

T. don't exactly know what this means, except it would appear that Susan had the correct password for Ex.4CBI review at least initially. I assume there must have been a different issue later in the authentication & authorization chain. Hopefully she or David will be able to work with the EMP developers to determine what the problem is.

Thanks,

Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov<mailto:childers.paula@epa.gov>

From: Ferko, Dan

Sent: Tuesday, December 30, 2014 2:21 PM

To: Svitlana Śhlykova; App Scan Cc: Jessica Ferguson; Jennifer Morgan; Sung Cho; <u>Childers</u>, Paula

Subject: RE: Security scan request for FR-11.8, Ex.4CBI-14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

Svitlana or Jess,

The EMP scans you requested are in the scan queue. In the future, please use the email address [EX 4 CB] b" to request scans (WAH Security not used anymore). Susan Lindsey from that group has tried the [EX 4 CB] review user but has been unable to log in. Please make sure that user is active and provide the correct password to Susan (Lindsey.Susan@epa.gov<mailto:Lindsey.Susan@epa.gov>).

Thanks. Dan

From: Svitlana Shlykova [mailto:sshlykova@crgt.com] < mailto:[mailto:sshlykova@crgt.com] >

Sent: Tuesday, December 30, 2014 7:30 AM

To: Crawford, David; WAH Security; Burgess, Christopher; Karrie, Joan Cc: Ferko, Dan; Jessica Ferguson; Jennifer M<u>organ; S</u>ung Cho; Childers, Paula

Subject: Security scan request for FR-11.8, <u>Ex.4CBI</u>-14.1, Equipment-15.2, Oildb-13.1, CCAT-17.0

Thank you, David.

Joan/Christopher can you please approve the scan for applications: FR-11.8, Ex.4CBI 1-14.1, Equipment-15.2, 0ildb-13.1, CCAT-17.0? This releases are due to upgrade of JQuery library per ESC request.

David can you please scan the applications upon approval.

Following are URLs for applications:

### Ex. 4 CB

Thanks Svitlana.

From: Crawford, David [mailto:Crawford.DavidE@epa.gov]<mailto:[mailto:Crawford.DavidE@epa.gov]>

Sent: Monday, December 29, 2014 11:27 AM

To: Svitlana Shlykova; WAH Security

Cc: Ferko, Dan; Jessica Ferguson; Jennifer Morgan; Sung Cho; Childers, Paula; Burgess, Christopher Subject: RE: JQuery update per secutiry reason.

This needs to be a full scan of the application.

DEC

David E. Crawford, PMP | Senior Consultant | CGI Federal (Contractor) ITS-EPA II Custom Applications Management

2800 Meridian Parkway Suite 150

Durham, NC 27713 Phone: 919.294.3727

Please consider the environment before printing this e-mail.

Please CC | Ex.4CBI | <mailto: | Ex.4CBI | for all ColdFusion related requests.

Please CC | Ex.4CBI | for all ASP/ASP.NET related requests.

Please CC | Ex.4CBI | for all Code Review/AppScan related requests.

From: Svitlana Shlykova [mailto:sshlykova@crgt.com]

Sent: Monday, December 29, 2014 11:18 AM To: WAH Security; Crawford, David

Cc: Ferko, Dan; Jessica Ferguson; Jennifer Morgan; Sung Cho; Childers, Paula; Burgess, Christopher Subject: JQuery update per secutiry reason.

Hello,

We have completed and tested deployments of Ex.4CBI, Equipment, FR, CCAT, OILDB in staging. These deployments are due to update of JQuery to a newer Version (required by ESC).

The change to code is not big ( up to 6 files(jsp, js) per application are touched), but it also includes new JQuery library code.

David/Michelle how do you want us to proceed? Do you want us to send you diff files without JQuery library code, or you prefer to do full scan in this case?

Thanks. Svitlana.

Svitlana Shlvkova Software Developer CRGT Inc 11921 Freedom Drive, Suite #1000 Reston, VA 20190 sshlykova@crgt.com<mailto:sshlykova@crgt.com> O: 703-326-0888 ext.265 Delivering Results Through Agility www.crgt.com<http://www.crgt.com>

[cid:image001.png@01CEB914.F8C41E90]

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#### Message

Childers, Paula [Childers.Paula@epa.gov] From:

1/12/2015 7:49:06 PM Sent:

To: Karrie, Joan [Karrie.Joan@epa.gov]; Burgess, Christopher [Burgess.Christopher@epa.gov]

CC: Li, Wei [Li.Wei@epa.gov]; Hare, Vickie [Hare.Vickie@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Ferko,

Dan [Ferko.Daniel@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Fogarty, Stephen [Fogarty.Stephen@epa.gov]

Subject: Re: Swap / RAM issues on Ex.4cm !!!!! Fw Ex. 4 CBI emp\_equipment is CRITICAL on at 01-12-2015 13:10:30

Joan,

The Hosting team will have to speak to whether RAM can be added temporarily, but -

As it sits right now, the total listed maximum heap allocations for the Ex. 4 CBI already vastly exceeds the total RAM available on the server.

IF there is some sort of memory-chewing thing occurring in Equipment, you could perhaps buy a wee bit of time by "fixing" that, but it would not be much more than a band-aid. When running all the current Ex. 4 CBI with the same heap settings, you will continue to be "at risk " for issues, and perhaps get crashes at any peak usage time, without more RAM. Unless you plan to turn some of those Ex. 4 CBI off, or re-develop the applications to have much smaller memory profiles, then that RAM should be added permanently.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Karrie, Joan

Sent: Monday, January 12, 2015 2:01 PM To: Childers, Paula; Burgess, Christopher

Cc: Li, Wei; Hare, Vickie; Spradling, LeAnn; Ferko, Dan; Jessica Ferguson; Fogarty, Stephen

Subject: RE: Swap / RAM issues on Ex. 4 CBI emp\_equipment is CRITICAL on Ex. 4 CBI at 01-12-2015 13:10:30

Paula, could we add the RAM temporarily, just long enough to keep everything running until we figure out and fix the actual problem, then remove that additional RAM again?

Special Assistant EPA/OSWER/OEM

Joan Karrie

MC 5104A WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469

Cell: Ex. 6 Personal Privacy (PP)

From: Childers, Paula

**Sent:** Monday, January 12, 2015 1:56 PM To: Karrie, Joan; Burgess, Christopher

Cc: Li, Wei; Hare, Vickie; Spradling, LeAnn; Ferko, Dan; Jessica Ferguson; Fogarty, Stephen

Subject: Swap / RAM issues on Ex. 4 CBI | !!!! Fw Ex. 4 CBI | emp\_equipment is CRITICAL on at 01-12-2015 13:10:30

Hi all;

Just a short while ago, the Equipment Ex. 4 CBI instance on paged as down. Before I could do much of anything to check on it, it had paged as back up. It appears the Ex. 4 CBI was never actually down..... BUT -

I noticed when I went into our Nagios monitoring system to acknowledge the page, that the server was also showing an alert for **swap space at less than 8%!!!!!!** The Tomcat was slow because the server is hitting it's maximum.

A check of TOP for the system showed these disturbing stats:

top - 13:18:37 up 38 days, 16:15, 1 user, load average: 0.79, 0.82, 0.66

Tasks: 161 total, 1 running, 160 sleeping, 0 stopped, 0 zombie

Cpu(s): 1.0%us, 2.0%sy, 0.0%ni, 96.5%id, 0.5%wa, 0.0%hi, 0.0%si, 0.0%st Mem: 3923752k total, 3793300k used, 130452k free, 1528k buffers Swap: 4095996k total, 3739300k used, 356696k free, 29580k cached

The Ex. 4 CBI log for Equipment shows the current process running some kind of submission job:

### Ex. 4 CBI

I checked the heap memory settings for the Ex. 4 CBI currently running on Lava and this is what is currently operating:

Ex. 4 CBI

oildbtrain
frtest
train
emp aka equipment
fr
oildb
ccat
empadmin

That's **9GB** worth of potential max heap, plus what would be consumed by perm, native, and overhead beyond that setting total. However, unless I'm badly mistaken, [EX.408] only has 4GB of RAM. Clearly, something needs to change!!!!!

It would appear that most of the <code>[Ex. 4 CBI]</code> and applications do not typically run at anywhere near their possible maximums, or else the server would have been in trouble long ago. I can't seem to find current stats on the JVMs in EM7, I will need to look into that.

Unless we can do something to drastically reduce memory consumption by all the other Ex. 4 CBI to "make room" for Equipment, or there's something chewing memory in the actual job Equipment is performing, then I think the best course of action is going to be to add RAM to the Ex. 4 CBI server.

I would recommend at a minimum, enough be added to allow for all the heaps to run at their max simultaneously, which would be at least 6GB added to make 10GB total.

Best practice would generally dictate having at least another 4 to 5 GB available for the OS and the various native/overhead associated with the heaps, but that could wait to see if the actual runtime needs are low enough for the lesser amount to suffice.

Wei, Vickie, what would need to be done to add RAM to Ex.4 CBI ? It is a Linux VM, DMZ dedicated.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713

#### 919-294-3722 | childers.paula@epa.gov

From: Nagios Service Account <nagios@rtpnc.epa.gov>

Sent: Monday, January 12, 2015 1:10 PM

To: Childers, Paula

Subject: tomcat\_emp\_equipment is CRITICAL on lava at 01-12-2015 13:10:30

**Ex. 4 CBI** equipment is CRITICAL on lava Info: CRITICAL - Socket timeout after 30 seconds

State: PROBLEM Ack:

From: Childers, Paula [Childers.Paula@epa.gov]

**Sent**: 6/5/2014 2:50:20 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Smith,

Doug L [Smith.Douglas@epa.gov]; Lawson, Brittany [Lawson.Brittany@epa.gov]; brittany.lawson@cgifederal.com; Kearns, Mike (CGI Federal) [Mike.Kearns@cgifederal.com]; Smith, Anthony [Smith.Anthony@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Svitlana Shlykova [sshlykova@crgt.com]; Spradling,

LeAnn [Spradling.LeAnn@epa.gov]

Subject: EMP Troubleshooting

**Start**: 6/5/2014 4:00:00 PM **End**: 6/5/2014 5:30:00 PM

Show Time As: Busy

Recurrence: (none)

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 6/5/2014 3:10:45 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]; Smith, Anthony [Smith.Anthony@epa.gov]; Jessica Ferguson

(jferguson@crgt.com) [jferguson@crgt.com]; Svitlana Shlykova (sshlykova@crgt.com) [sshlykova@crgt.com]; Smith, Doug L [Smith.Douglas@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Lawson, Brittany [Lawson.Brittany@epa.gov]; Kearns,

Mike (CGI Federal) [Mike.Kearns@cgifederal.com]

CC: Karrie, Joan [Karrie.Joan@epa.gov]; Kearns, Mike (CGI Federal) [Mike.Kearns@cgifederal.com]

**Subject**: Troubleshoot EMP OILDB problems **Location**: 1-866-557-3330 Passcode: 9192940808

**Start**: 6/5/2014 4:15:00 PM **End**: 6/5/2014 5:15:00 PM

**Show Time As**: Busy

From: Childers, Paula [Childers.Paula@epa.gov]

**Sent**: 6/6/2014 4:13:23 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Smith,

Anthony [Smith.Anthony@epa.gov]; Rinda, Keith [Rinda.Keith@epa.gov]; Smith, Doug L [Smith.Douglas@epa.gov]; brittany.lawson@cgifederal.com; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Svitlana Shlykova [sshlykova@crgt.com]; Jordan.bakker@cgifederal.com;

Kearns, Mike (CGI Federal) [Mike.Kearns@cgifederal.com]; Fogarty, Stephen [Fogarty.Stephen@epa.gov];

Jeleniewski, John [Jeleniewski.John@epa.gov]; Atai, Micha [Atai.Micha@epa.gov]

CC: Jessica Ferguson [jferguson@CRGT1.onmicrosoft.com]; Carraway, Arthur [Carraway.Arthur@epa.gov]; Ouellette,

Dave [Ouellette.David@epa.gov]; Kinney, Brian [Kinney.Brian@epa.gov]

**Subject**: EMP troubleshooting cont. - RESCHEDULED

**Start**: 6/6/2014 2:30:00 PM **End**: 6/6/2014 9:00:00 PM

Show Time As: Tentative

Recurrence: (none)

From: Childers, Paula [Childers.Paula@epa.gov]

**Sent**: 6/9/2014 1:24:33 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov];

Jessica Ferguson [jferguson@crgt.com]; Svitlana Shlykova [sshlykova@crgt.com]; Smith, Anthony

[Smith.Anthony@epa.gov]; Jordan.bakker@cgifederal.com; Kearns, Mike (CGI Federal) [Mike.Kearns@cgifederal.com]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Smith, Doug L

[Smith.Douglas@epa.gov]; brittany.lawson@cgifederal.com; Ouellette, Dave [Ouellette.David@epa.gov]

Subject: EMP T'shooting Check-In

**Start**: 6/9/2014 2:00:00 PM **End**: 6/9/2014 2:30:00 PM

Show Time As: Tentative

Recurrence: (none)

From: ADC Project Coordinators [ADC\_Project\_Coordinators@epa.gov]

**Sent**: 1/13/2015 8:33:51 PM

To: ADC Project Coordinators [ADC\_Project\_Coordinators@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Ferko, Dan

[Ferko.Daniel@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]; Svitlana Shlykova [sshlykova@crgt.com]; Karrie, Joan [Karrie.Joan@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Hare, Vickie [Hare.Vickie@epa.gov]; Fogarty, Stephen

[Fogarty.Stephen@epa.gov]; Barefield, Andrew [Barefield.Andrew@epa.gov]

**Subject**: Canceled: EMP: RAM issue on Lava Teleconference Call

Location: Bridge: Ex. 6 Conference Line/Passcode / Passcode: Ex. 6 Conference Line/Passcode

**Start**: 1/14/2015 7:30:00 PM **End**: 1/14/2015 8:00:00 PM

Show Time As: Free

Importance: High

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/6/2014 10:46:38 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]; Smith, Doug L

[Smith.Douglas@epa.gov]

**Subject**: Identify possible scenarios for the EMP RH6 upgrade

Location: Ex. 6 Conference Line/Passcode Passcode: Ex. 6 Conference Line/Passcode

**Start**: 8/18/2014 6:00:00 PM **End**: 8/18/2014 6:30:00 PM

Show Time As: Busy

CC:

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/6/2014 10:43:32 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]; Thomas, Rob [Thomas.Rob@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov];

Sczepanski, David [Sczepanski, David@epa.gov]; Fogarty, Stephen [Fogarty.Stephen@epa.gov]; Pritchett, Dave [Pritchett.David@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Fosnock, Craig [Fosnock.Craig@epa.gov]; Cusumano, Vicente [Cusumano.Vicente@epa.gov]; Hubert.Black@faa.gov;

Theresa.Cottrell@faa.gov; Smith, Doug L [Smith.Douglas@epa.gov]; Alexander, Roland [Alexander.Roland@epa.gov]

Jessica Ferguson [jferguson@CRGT1.onmicrosoft.com]; Gibson, John [Gibson.John@epa.gov]

Subject: EPA EMP FY14 CMA Y2/Y3

Location: Ex. 6 Conference Line/Passcode Passcode Ex. 6 Conference Line/Passcode

**Start**: 8/21/2014 5:00:00 PM **End**: 8/21/2014 6:00:00 PM

Show Time As: Busy

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 6/5/2014 3:10:38 PM

To: Smith, Anthony; Jessica Ferguson (jferguson@crgt.com) [jferguson@crgt.com]; Svitlana Shlykova

(sshlykova@crgt.com) [sshlykova@crgt.com]; Smith, Doug L; Li, Wei [Li.Wei@epa.gov]; Lawson, Brittany; Kearns,

Mike (CGI Federal) [Mike.Kearns@cgifederal.com]

**CC**: Karrie, Joan [Karrie.Joan@epa.gov]

Subject: Troubleshoot EMP OILDB problems

Location: Ex.6 Conference Line/Passcode Passcode Ex.6 Conference Line/Passcode

**Start**: 6/5/2014 4:15:00 PM **End**: 6/5/2014 5:15:00 PM

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/4/2014 3:30:48 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]; Fogarty, Stephen [Fogarty.Stephen@epa.gov]; Gay, Neal [Gay.Neal@epa.gov];

Sczepanski, David [Sczepanski.David@epa.gov]

CC: Thompson, Maria [thompson.maria@epa.gov]; Ellis, Shelita [ellis.shelita@epa.gov]; Chapell, Jason

[chapell.jason@epa.gov]; Niswonger, Joe [Niswonger.Joe@epa.gov]

Subject: EMP CMA (Continuous Monitor Assessment)
Location: Ex.6 Conference Line/Passcode Passcode: Ex.6 Conference Line/Passcode

**Start**: 8/5/2014 3:30:00 PM **End**: 8/5/2014 4:00:00 PM

Show Time As: Busy

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/21/2014 9:23:21 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]; Thomas, Rob [Thomas.Rob@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Fosnock, Craig

[Fosnock.Craig@epa.gov]; Fogarty, Stephen [Fogarty.Stephen@epa.gov]; Smith, Doug L [Smith.Douglas@epa.gov];

Childers, Paula [Childers.Paula@epa.gov]; Crawford, David [Crawford.DavidE@epa.gov]; Wickenkamp, Ian

[Wickenkamp.lan@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Niswonger, Joe [Niswonger.Joe@epa.gov];

Lawson, Brittany [Lawson.Brittany@epa.gov]; Theresa.Cottrell@faa.gov; huey.a.grantham@faa.gov;

Hubert.Black@faa.gov; Sims, Michelle [Sims.Michelle@epa.gov]

CC: VMTeam [VMTeam@epa.gov]; Lawson, Brittany (CGI Federal) [Brittany.Lawson@cgifederal.com]

**Subject**: EMP Audit - Meeting with Security Contractor

Location: Ex. 6 Conference Line/Passcode Passcode Ex. 6 Conference Line/Passcode

**Start**: 8/27/2014 5:00:00 PM **End**: 8/27/2014 6:00:00 PM

Show Time As: Busy

From: Fogarty, Stephen [Fogarty.Stephen@epa.gov]

**Sent**: 8/27/2014 7:09:30 PM

To: Fogarty, Stephen [Fogarty.Stephen@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; Fosnock, Craig

[Fosnock.Craig@epa.gov]

Subject: EMP Audit

Location: RTP-N125-Max24/RTP-NCC

**Start**: 9/9/2014 12:00:00 PM **End**: 9/11/2014 10:00:00 PM

Show Time As: Free

Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP From:

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

Sent: 8/26/2014 9:59:08 PM

Sims, Michelle [Sims.Michelle@epa.gov] To:

Subject:

EMP Audit - Meeting with Security Contractor

Ex. 6 Conference Line/Passcode Passcode: Ex. 6 Conference Line/Passcode Location:

Start: 8/27/2014 5:00:00 PM 8/27/2014 6:00:00 PM End:

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/25/2014 8:25:12 PM

To: Theresa.Cottrell@faa.gov; huey.a.grantham@faa.gov; Hubert.Black@faa.gov

Subject: EMP Audit - Meeting with Security Contractor

Location: Ex. 6 Conference Line/Passcode Passcode: Ex. 6 Conference Line/Passcode

**Start**: 8/27/2014 5:00:00 PM **End**: 8/27/2014 6:00:00 PM

Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP From:

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

Sent: 8/24/2014 5:38:51 PM

Lawson, Brittany [Lawson.Brittany@epa.gov] To:

Subject:

EMP Audit - Meeting with Security Contractor

Ex. 6 Conference Line/Passcode Passcode: Ex. 6 Conference Line/Passcode Location:

Start: 8/27/2014 5:00:00 PM 8/27/2014 6:00:00 PM End:

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/21/2014 9:23:12 PM

To: Thomas, Rob [Thomas.Rob@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Fosnock, Craig [Fosnock.Craig@epa.gov];

Fogarty, Stephen [Fogarty.Stephen@epa.gov]; Smith, Doug L [Smith.Douglas@epa.gov]; Childers, Paula

[Childers.Paula@epa.gov]; Crawford, David [Crawford.DavidE@epa.gov]; Wickenkamp, Ian [Wickenkamp.Ian@epa.gov]; Jessica Ferguson (jferguson@crgt.com) [jferguson@crgt.com]

Subject: EMP Audit - Meeting with Security Contractor

Location: Ex. 6 Conference Line/Passcode Passcode: Ex. 6 Conference Line/Passcode

**Start**: 8/27/2014 5:00:00 PM **End**: 8/27/2014 6:00:00 PM

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/6/2014 10:46:22 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Smith, Doug L [Smith.Douglas@epa.gov]

**Subject**: Identify possible scenarios for the EMP RH6 upgrade

Location: Ex. 6 Conference Line/Passcode PassCode Ex. 6 Conference Line/Passcode

**Start**: 8/18/2014 6:00:00 PM **End**: 8/18/2014 6:30:00 PM

ADC Project Coordinators [ADC\_Project\_Coordinators@epa.gov] From:

Sent: 1/13/2015 8:33:51 PM

To: ADC Project Coordinators [ADC Project Coordinators@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Ferko, Dan

> [Ferko.Daniel@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]; Svitlana Shlykova [sshlykova@crgt.com]; Karrie, Joan [Karrie.Joan@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Hare, Vickie [Hare.Vickie@epa.gov]; Fogarty, Stephen

[Fogarty.Stephen@epa.gov]; Barefield, Andrew [Barefield.Andrew@epa.gov]

Subject:

Canceled: EMP: RAM issue on Ex.4cm Teleconference Call
Bridge (Ex.6 Conference Line/Access Code) / Passcode: Ex.6 Conference Line/Access Code Location:

Start: 1/14/2015 7:30:00 PM 1/14/2015 8:00:00 PM End:

Show Time As: Free

Importance: High

Based on updated information regarding current/prior RAM allocations, this meeting is no longer needed. Have a great day! - Andrew

A teleconference call to discuss **EMP: RAM issue on** Ex. 4 CBI has been scheduled. Details below.

Wednesday, January 14th, 2015 2:30 - 3:00 PM

# **Bridgeline information:**

Bridge: Ex. 6 Conference Line/Access Code Passcode: Ex. 6 Conference Line/Access Code

# Web Conference Information

Ex. 6 Conference Line/Access Code \*\*Login as Guest\*

# Agenda:

- 1. Review Application Usage on Ex.4 CBI
- 2. Decide on RAM increase, if needed

From: Childers, Paula [Childers.Paula@epa.gov]

**Sent**: 6/5/2014 2:50:20 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Smith,

Doug L [Smith.Douglas@epa.gov]; Lawson, Brittany [Lawson.Brittany@epa.gov]; brittany.lawson@cgifederal.com; Kearns, Mike (CGI Federal) [Mike.Kearns@cgifederal.com]; Smith, Anthony [Smith.Anthony@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Svitlana Shlykova [sshlykova@crgt.com]; Spradling,

LeAnn [Spradling.LeAnn@epa.gov]

Subject: EMP Troubleshooting

**Start**: 6/5/2014 4:00:00 PM **End**: 6/5/2014 5:30:00 PM

Show Time As: Busy

Recurrence: (none)

This is a bridge for us to do real-time testing and observation of the communications issues on Ex. 4 CBI

Dial-in: Ex. 6 Conference Line/Access Code Code: Ex. 6 Conference Line/Access Code

Web conference details to come.

Thanks, Paula

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 6/5/2014 3:10:45 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]; Smith, Anthony [Smith.Anthony@epa.gov]; Jessica Ferguson

(jferguson@crgt.com) [jferguson@crgt.com]; Svitlana Shlykova (sshlykova@crgt.com) [sshlykova@crgt.com]; Smith, Doug L [Smith.Douglas@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Lawson, Brittany [Lawson.Brittany@epa.gov]; Kearns,

Mike (CGI Federal) [Mike.Kearns@cgifederal.com]

CC: Karrie, Joan [Karrie.Joan@epa.gov]; Kearns, Mike (CGI Federal) [Mike.Kearns@cgifederal.com]

Subject: Troubleshoot EMP OILDB problems

Location: Ex. 6 Conference Line/Access Code Passcode: Ex. 6 Conference Line/Access Code

**Start**: 6/5/2014 4:15:00 PM **End**: 6/5/2014 5:15:00 PM

Show Time As: Busy

Web conference: Ex. 6 Conference Line/Access Code

From: Childers, Paula [Childers.Paula@epa.gov]

**Sent**: 6/9/2014 1:24:33 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov];

Jessica Ferguson [jferguson@crgt.com]; Svitlana Shlykova [sshlykova@crgt.com]; Smith, Anthony

[Smith.Anthony@epa.gov]; Jordan.bakker@cgifederal.com; Kearns, Mike (CGI Federal) [Mike.Kearns@cgifederal.com]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Smith, Doug L

[Smith.Douglas@epa.gov]; brittany.lawson@cgifederal.com; Ouellette, Dave [Ouellette.David@epa.gov]

Subject: EMP T'shooting Check-In

**Start**: 6/9/2014 2:00:00 PM **End**: 6/9/2014 2:30:00 PM

Show Time As: Tentative

Recurrence: (none)

Brief check-in on current performance of the EMP environment & apps after last week's troubleshooting efforts.

Dial-in: Ex. 6 Conference Line/Access Code Code Ex. 6 Conference Line/Access Code

From: Childers, Paula [Childers.Paula@epa.gov]

**Sent**: 6/6/2014 4:13:23 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; Li, Wei [Li.Wei@epa.gov]; Smith,

Anthony [Smith.Anthony@epa.gov]; Rinda, Keith [Rinda.Keith@epa.gov]; Smith, Doug L [Smith.Douglas@epa.gov]; brittany.lawson@cgifederal.com; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Svitlana Shlykova [sshlykova@crgt.com]; Jordan.bakker@cgifederal.com;

Kearns, Mike (CGI Federal) [Mike.Kearns@cgifederal.com]; Fogarty, Stephen [Fogarty.Stephen@epa.gov];

Jeleniewski, John [Jeleniewski.John@epa.gov]; Atai, Micha [Atai.Micha@epa.gov]

CC: Jessica Ferguson [jferguson@CRGT1.onmicrosoft.com]; Carraway, Arthur [Carraway.Arthur@epa.gov]; Ouellette,

Dave [Ouellette.David@epa.gov]; Kinney, Brian [Kinney.Brian@epa.gov]

**Subject**: EMP troubleshooting cont. - RESCHEDULED

**Start**: 6/6/2014 2:30:00 PM **End**: 6/6/2014 9:00:00 PM

Show Time As: Tentative

Recurrence: (none)

Bridge will resume at 1:00pm.

Continuation of the EMP troubleshooting call from Thursday. (Now including network file transfer issue)

Dial-in: Ex. 6 Conference Line/Access Code Code: Ex. 6 Conference Line/Access Code

Please refer to email chain for details of Thursday's efforts.

We will resume with review and testing of connectivity with Ex. 4 CBI server, including file transfers and Ex. 4 CBI queries.

Bridge is set for 9-12 but we can extend if needed.

From: Ferko, Dan [ferko.daniel@epa.gov]

**Sent**: 6/5/2014 5:34:42 PM

To: Thompson, Maria [Thompson.Maria@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

Subject: Conversation with Thompson, Maria

Ferko, Dan [12:51 PM]:

Hello Maria...could we get someone from firewall team to help us debug an issue with production EMP? Thompson, Maria [1:22 PM]:

Do you still need help?

I just got out of a meeting...the entire FW team was in the meeting

From: Ferko, Dan [ferko.daniel@epa.gov]

**Sent**: 6/6/2014 1:49:49 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

Subject: Conversation with Childers, Paula

Ferko, Dan [9:34 AM]:

Have we narrowed the EMP problem to network issue?

Childers, Paula [9:34 AM]:

not precisely no

rescheduled to 10:30 to get some senior NSOC folks on call

NEED someone from Hosting.

Ferko, Dan [9:35 AM]:

Wei not avail today?

Childers, Paula [9:35 AM]:

nobody joined this morning

I cant see his calendar

Childers, Paula [9:38 AM]:

we need to I guess find Vickie or somebody and get a person delegated to help

Ferko, Dan [9:39 AM]:

It is on Wei's calendar..your 10:30 call

From: Ferko, Dan [ferko.daniel@epa.gov]

**Sent**: 6/18/2014 2:05:07 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

Subject: Conversation with Childers, Paula

Ferko, Dan [9:22 AM]:
Hello Paula
Ferko, Dan [9:32 AM]:
Hello Paula
Chikiers, Paula [9:36 AM]:
Hi dan
I never see these stupid [Ex.4 CB] IMS
I recommend [Ex.4 CB] if you really need me whats up
Ferko, Dan [9:46 AM]:

k...is Oil DB just another EMP [a...com] app hsoted on **Ex. 4 CBI** ...any complications with that app? Childers, Paula [9:51 AM]:

?? dont understand the question? of course it is an emp app on there... i dont know of any new issues? Ferko, Dan [9:56 AM]:

not new issues...are there any components for Oil DB that are different that the other EMP apps. [EX 4 CBI] integration with other non-EMP apps, etc.?

Childers, Paula [9:56 AM]:

uh, I dont know that I know that for sure. I know it does submit that **Ex. 4 CBI** job, but I dont know if there are other EMP components that do somethign similar...

I didnt even know it did tthat until it broke after the dedicated cutover

if you are trying for an architecture thing, I'd recommend asking the developers

Ferko, Dan [ferko.daniel@epa.gov]

From:

Sent:

6/18/2014 2:36:38 PM To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov] Conversation with Childers, Paula Subject: Ferko, Dan [9:22 AM]: Hello Paula Ferko, Dan [9:32 AM]: Hello Paula Childers, Paula [9:36 AM]: Hi dan I never see these stupid [Ex. 4 CB] IMs I recommend [EX.4 CBI] if you really need me whats up Ferko, Dan [9:46 AM]: k...is Oil DB just another EMP app hsoted on **Ex. 4 CBI** ...any complications with that app? Childers, Paula [9:51 AM]: ?? dont understand the question? of course it is an emp app on there... i dont know of any new issues? Ferko, Dan [9:56 AM]: not new issues...are there any components for Oil DB that are different that the other EMP apps.. [Ex. 400] integration with other non-EMP apps, etc.? Childers, Paula [9:56 AM]: uh, I dont know that I know that for sure. I know it does submit that Ex. 4 CBI job, but I dont know if there are other EMP components that do somethign similar... I didnt even know it did tthat until it broke after the dedicated cutover if you are trying for an architecture thing, I'd recommend asking the developers Ferko, Dan [10:20 AM]: k...has to do with the problem they are experiencing in testing with one app pointing to staging oid and another pointing to prod. Thanks for your help. Childers, Paula [10:21 AM]: oh that Ex. 4 CBI thing yeah we dont handle Ex. 4 CBI so I cant tell you much on that they wanted to test the whole integration includign their Single Sign On but I guess Ex. 4 cbi isnt using the Staging SSO so they cant Childers, Paula [10:24 AM]: it seems pretty weird that they would have Stagign Ex. 4 CBI pointed to Prod Ex. 4 CBI but like I said we dont manage that so there's not much I can do

From: Ferko, Dan [ferko.daniel@epa.gov]

**Sent**: 6/6/2014 2:22:27 PM

To: Li, Wei [Li.Wei@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

Subject: Conversation with Li, Wei

Ferko, Dan [10:10 AM]:

Wei...will you attend the 10:30 EMP troubleshooting call?

From: Ferko, Dan [ferko.daniel@epa.gov]

**Sent**: 9/16/2014 5:49:14 PM

To: Dunham, Adam [Dunham.Adam@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

Subject: Conversation with Dunham, Adam

Ferko, Dan [1:28 PM]:

Adam...are workforceids re-used?

Dunham, Adam [1:29 PM]:

No

At least they are not supposed to be according to EPA policy

But as we know, that it not a guarantee by any means

Ferko, Dan [1:32 PM]:

ECMS call asked that question, and I was hoping to comfort them by answering No.

Dunham, Adam [1:32 PM]:

You can

Ferko, Dan [1:33 PM]:

So there were instances where they were reused..but they stopped doing that now?

Dunham, Adam [1:33 PM]:

Yes. Several years ago

Dunham, Adam [1:35 PM]:

If it were to show up as such now, it would only be because someone made a typo when putting in a two and it would simply need to be corrected.

Ferko, Dan [1:36 PM]:

appreciate the info. Do you knwo if we resovled teh EMP problems from earlier?

Dunham, Adam [1:36 PM]:

Still working with the LTM guys

Ferko, Dan [1:37 PM]:

yikes...their outage is still ongoing then

Dunham, Adam [1:37 PM]:

Yes

From: Ferko, Dan [ferko.daniel@epa.gov]

**Sent**: 6/6/2014 2:23:20 PM

To: Hare, Vickie [Hare.Vickie@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

**Subject**: Conversation with Hare, Vickie

# Ferko, Dan [10:09 AM]:

Hello Vickie...we are having a troubleshooting session for the problems we've seen with the EMP OILDB app. Yesterday Wei attended, but we haven't heard from him today. The call today is starting at 10:30. I think Wei will attend, but if not, we need someone from Ex. 4 CBI team.

I just found Wei alive in so trying to contact him now.

From: Ferko, Dan [ferko.daniel@epa.gov]

**Sent**: 6/6/2014 2:38:49 PM

To: Li, Wei [Li.Wei@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

Subject: Conversation with Li, Wei

Ferko, Dan [10:10 AM]:

Wei...will you attend the 10:30 EMP troubleshooting call?

Li, Wei [10:24 AM]:

if you guys do need me...

Ferko, Dan [10:26 AM]:

I think we will need representation from Hosting. I wasn't on the entire call yesterday, so not sure where we left off. Can you make sure that Hosting management is aware of the problem, and we may need to bring in additional resources? An EMP production app is down.

Li, Wei [10:27 AM]:

Vickie and Macon is aware of it

not much we can do right now

ticket is opened with Ex. 4 CBI

Ferko, Dan [10:28 AM]:

So the fiel transfer problem that Doug and Dave O reported (nothing to do with EMP OILDB) and the current problem with OILDB are the same issue, and it's a Ex. 4 CBI problem?

Li, Wei [10:29 AM]:

seems same issue, not sure whose problem

Ferko, Dan [10:29 AM]:

Does Ex. 4 CBI typically respond quickly, since this is production issue..?

Li, Wei [10:30 AM]:

not sure, I'm not the one opened the ticket

another team member

From: Ferko, Dan [ferko.daniel@epa.gov]

Sent: 6/6/2014 6:25:34 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

Conversation with Childers, Paula Subject:

Ferko, Dan [9:34 AM]:

Have we narrowed the EMP problem to network issue?

Childers, Paula [9:34 AM]:

not precisely no

rescheduled to 10:30 to get some senior NSOC folks on call

NEED someone from Hosting.

Ferko, Dan [9:35 AM]:

Wei not avail today?

Childers, Paula [9:35 AM]:

nobody joined this morning

I cant see his calendar

Childers, Paula [9:38 AM]:

we need to I guess find Vickie or somebody and get a person delegated to help

Ferko, Dan [9:39 AM]:

It is on Wei's calendar..your 10:30 call

Ferko, Dan [9:51 AM]:

Let's get Dave on teh 10:30 call to report what he knows to the NSOC and Hosting reps.

Childers, Paula [9:52 AM]:

absolutely

I want to talk to him directly to

and I'm hearing right now some of what I'm looking for, but I'd like to get the full update on their

troubleshooting before we get on at 10:30

Ferko, Dan [9:56 AM]:

WE need to get writeups from your OILDB investigation and also from DAve O's investigation. We are assuming it is teh same problem, but may not be.

Childers, Paula [10:00 AM]:

i agree, I dont want to presume too heavily

if Wei does not show up I may need your help to get Hosting involved

I'm oign to call Dave O right now

Ferko, Dan [2:21 PM]:

Something fixed with EMP OILDB..?

From: Ferko, Dan [ferko.daniel@epa.gov]

**Sent**: 6/5/2014 5:25:09 PM

To: Robinson, Phil [robinson.phillip@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

**Subject**: Conversation with Robinson, Phil

Ferko, Dan [12:43 PM]:

Hello Phillip

[12:43 PM] We couldn't send this message because Robinson, Phil is unavailable or offline.

Hello Phillip

Ferko, Dan [1:13 PM]:

Phil...did Anthony get in touch with you about EMP issues?

From: Ferko, Dan [ferko.daniel@epa.gov]

**Sent**: 6/5/2014 5:02:46 PM

To: Thompson, Maria [Thompson.Maria@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]

Subject: Conversation with Thompson, Maria

Ferko, Dan [12:51 PM]:

Hello Maria...could we get someone from firewall team to help us debug an issue with production EMP?

Svitlana Shlykova [sshlykova@crgt.com] From:

1/8/2015 6:25:44 PM Sent:

To: Ferko, Dan [Ferko.Daniel@epa.gov] Subject: RE: EMP Admin Scan Complete

Oops:D Thanks!

**From:** Ferko, Dan [mailto:Ferko.Daniel@epa.gov] Sent: Thursday, January 08, 2015 1:25 PM

To: Svitlana Shlykova

Subject: RE: EMP Admin Scan Complete

Hello Svitlana,

FYI - the scan team member that you are working with is Susan Lindsey.

0

Dan

From: Svitlana Shlykova [mailto:sshlykova@crgt.com]

**Sent:** Thursday, January 08, 2015 12:52 PM To: Lindsey, Susan; Karrie, Joan; Ferko, Dan

Cc: App Scan

Subject: RE: EMP Admin Scan Complete

Lindsey, we've finished working on Ex. 4 CBI fix and deployed it to staging. Can you please run the security scan again on this application.

Thanks, Svitlana.

From: Lindsey, Susan [mailto:Lindsey.Susan@epa.gov]

**Sent:** Monday, January 05, 2015 9:45 AM To: Karrie, Joan; Ferko, Dan; Svitlana Shlykova

Cc: App Scan

Subject: EMP Admin Scan Complete

Scan complete. There is one high priority Stored Cross-Site Scripting issue that needs to be addressed. Report Attached.

Note: The database will need to be restored before a follow-up scan can be run.

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713

lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

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From: Lindsey, Susan [Lindsey.Susan@epa.gov]

**Sent**: 1/8/2015 6:03:54 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]
CC: App Scan [App\_Scan@epa.gov]
Subject: RE: EMP Admin Scan Complete

Dan,

Can you obtain approval from the EPA application owner to run the scan on EMP Admin again?

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713 lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

From: Svitlana Shlykova [mailto:sshlykova@crgt.com]

**Sent:** Thursday, January 08, 2015 12:52 PM **To:** Lindsey, Susan; Karrie, Joan; Ferko, Dan

Cc: App Scan

Subject: RE: EMP Admin Scan Complete

Lindsey, we've finished working on **Ex. 4 CBI** fix and deployed it to staging. Can you please run the security scan again on this application.

Thanks, Svitlana.

From: Lindsey, Susan [mailto:Lindsey.Susan@epa.gov]

**Sent:** Monday, January 05, 2015 9:45 AM **To:** Karrie, Joan; Ferko, Dan; Svitlana Shlykova

Cc: App Scan

Subject: EMP Admin Scan Complete

Scan complete. There is one high priority Stored Cross-Site Scripting issue that needs to be addressed. Report Attached.

Note: The database will need to be restored before a follow-up scan can be run.

Thank you.

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From: Lindsey, Susan [Lindsey.Susan@epa.gov]

**Sent**: 1/3/2015 12:10:23 AM

To: Karrie, Joan [Karrie.Joan@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; sshlykova@crgt.com

CC: App Scan [App\_Scan@epa.gov]
Subject: EMP CCAT Scan Complete

Scan complete, no issues. Cleared for production.

Thank you.

From: Karrie, Joan [Karrie.Joan@epa.gov]

**Sent**: 1/5/2015 1:21:26 PM

To: Lindsey, Susan [Lindsey.Susan@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; sshlykova@crgt.com; Jessica Ferguson

[jferguson@crgt.com]

CC: App Scan [App\_Scan@epa.gov]
Subject: RE: EMP CCAT Scan Complete

All: Please put all the EMP applications into production on a schedule as per NCC and CRTG. Thank you.

Joan Karrie Special Assistant EPA/OSWER/OEM

MC 5104A WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469 cell: 202-774-4796

From: Lindsey, Susan

Sent: Friday, January 02, 2015 7:10 PM

To: Karrie, Joan; Ferko, Dan; sshlykova@crgt.com

Cc: App Scan

Subject: EMP CCAT Scan Complete

Scan complete, no issues. Cleared for production.

Thank you.

Susan Lindsey | Consultant CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150 Durham, NC 27713

lindsey.susan@epa.gov | susan.lindsey@cgifederal.com

From: Lindsey, Susan [Lindsey.Susan@epa.gov]

**Sent**: 12/31/2014 6:28:17 PM

**To**: Ferko, Dan [Ferko.Daniel@epa.gov]

Subject: FYI

I'm trying to get the EMP scans run. Had problems with the Ex. 4 CBI session. The logon for Ex. 4 CBI review was dropped, the scan stopped running, and I had to reboot. Now, I can't log on Ex. 4 CBI review on staging. I'm waiting for Jay to get back so he can look at it again. No idea what caused this to happen.

Thanks.

Susan

From: Lindsey, Susan [Lindsey.Susan@epa.gov]

**Sent**: 1/3/2015 12:09:05 AM

To: Karrie, Joan [Karrie.Joan@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; sshlykova@crgt.com

CC: App Scan [App\_Scan@epa.gov]
Subject: EMP Equipment Scan Complete

Scan complete, no issues. Cleared for production.

Thank you.

From: Lindsey, Susan [Lindsey.Susan@epa.gov]

**Sent**: 1/3/2015 12:08:05 AM

To: Karrie, Joan [Karrie.Joan@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; sshlykova@crgt.com

CC: App Scan [App\_Scan@epa.gov]
Subject: EMP OilDB Scan Complete

Scan complete, no issues. Cleared for production.

Thank you.

From: Lindsey, Susan [Lindsey.Susan@epa.gov]

**Sent**: 1/3/2015 12:06:28 AM

To: Karrie, Joan [Karrie.Joan@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; sshlykova@crgt.com

CC: App Scan [App\_Scan@epa.gov]

Subject: EMP FR Scan Complete

Scan complete, no issues. Cleared for production.

Thank you.

From: Thomas, Rob [Thomas.Rob@epa.gov]

**Sent**: 12/11/2014 10:46:06 PM

To: Ferko, Dan [Ferko.Daniel@epa.gov]

Subject: RE: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

Dan.

Thanks. I will review the documents.

**Rob Thomas** 

From: Ferko, Dan

Sent: Thursday, December 11, 2014 1:42 PM

To: Thomas, Rob

Subject: FW: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

Rob,

Responses to the database vulnerabilities (high and medium) attached, from the database TC.

Thanks, Dan

From: Ide, Bob

Sent: Thursday, December 11, 2014 1:34 PM

**To:** Ferko, Dan **Cc:** Smith, Doug L

Subject: RE: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

Dan, here are our responses. As "they" provided only summaries rather than details, we had to run scans ourselves to see what accounts they were complaining about.

I addressed only the High and Medium vulnerabilities, as NCC has never tasked us with responding to Low or Informational; and no external scan has asked us to do so.

From: Ferko, Dan

Sent: Wednesday, December 03, 2014 15:28

**To:** Ide, Bob **Cc:** Smith, Doug L

**Subject:** FW: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

Bob,

The EMP system is undergoing a risk assessment, and needs NCC to follow up on a number of vulnerabilities detected by scans. The database scans resulted in a couple of files, one for staging dbs and the other for prod. Can you please take a look at the attached xlsx files, and provide the standard text for how NCC addresses these.

Please let me know if you need more info.

Thanks, Dan From: ADC Project Coordinators

Sent: Wednesday, December 03, 2014 2:06 PM

**To:** Thomas, Rob **Cc:** Ferko, Dan

Subject: FW: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

Hi Rob,

Are you able to join the call today?

Thank you, Andrew

Project Coordinator
CGI Federal ITS-EPA II CAM Team
Supporting the Environmental Protection Agency
Research Triangle Park, North Carolina

# Ex. 4 CBI

Jessi Lind 817-249-2549 DianaD Woods 919-294-0802 Lauren Marks 919-294-0126 Andrew Barefield 919-294-0128

# Ex. 4 CBI

From: ADC Project Coordinators

Sent: Wednesday, December 03, 2014 9:28 AM

To: Ferko, Dan; Barefield, Andrew; Thomas, Rob; Childers, Paula; Jones, Macon; Smith, Doug L

Cc: Fogarty, Stephen; Spradling, LeAnn; Karrie, Joan; Jessica Ferguson (<u>iferguson@crgt.com</u>); Burgess, Christopher

Subject: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

This EMP Risk Assessment meeting is scheduled for Wednesday, 12/3/2014 from 2:00 – 2:30 PM. Details below.

# **Bridgeline information:**

Bridgeline: Ex. 6 Conference Line/Access Code Passcode: 2 Ex. 6 Conference Line/Access Code

# Web Conference information:

Ex. 6 Conference Line/Access Code

\*\*enter as guest\*\*

# Agenda:

Get status on OS, Middleware, and Database issues identified in recent risk assessment.

Project Coordinator CGI Federal ITS-EPA II CAM Team Supporting the Environmental Protection Agency Research Triangle Park, North Carolina

Ex.	4	CBI
-----	---	-----

Jessi Lind 8	317-24	9-2549	
DianaD Woo	ds 9	19-294-	0802
Lauren Marl	ks 91	9-294-0	126
Andrew Bar	efield	919-29	4-0128

Ex. 4 CBI

From: Karrie, Joan [Karrie.Joan@epa.gov]

**Sent**: 1/28/2015 3:48:51 PM

To: Lindsey, Susan [Lindsey.Susan@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; sshlykova@crgt.com

CC: App Scan [App\_Scan@epa.gov]
Subject: RE: EMP OilDB Scan Complete

Please put the EMP Oil DB application into production on a mutually agreeable schedule. Thank you

Special Assistant EPA/OSWER/OEM

Joan Karrie

MC 5104A WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469 cell: 202-774-4796

From: Lindsey, Susan

**Sent:** Wednesday, January 28, 2015 10:43 AM **To:** Karrie, Joan; Ferko, Dan; sshlykova@crgt.com

Cc: App Scan

Subject: RE: EMP OilDB Scan Complete

EMP OilDB scan complete, no issues. Cleared for production.

Thank you.

From: Lindsey, Susan [Lindsey.Susan@epa.gov]

**Sent**: 1/28/2015 3:42:38 PM

To: Karrie, Joan [Karrie.Joan@epa.gov]; Ferko, Dan [Ferko.Daniel@epa.gov]; sshlykova@crgt.com

CC: App Scan [App\_Scan@epa.gov]
Subject: RE: EMP OilDB Scan Complete

EMP OilDB scan complete, no issues. Cleared for production.

Thank you.

From: Karrie, Joan [Karrie.Joan@epa.gov]

**Sent**: 1/12/2015 7:01:55 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Burgess, Christopher [Burgess.Christopher@epa.gov]

CC: Li, Wei [Li.Wei@epa.gov]; Hare, Vickie [Hare.Vickie@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Ferko,

Dan [Ferko.Daniel@epa.gov]; Jessica Ferguson [jferguson@crgt.com]; Fogarty, Stephen [Fogarty.Stephen@epa.gov]

Subject: RE: Swap / RAM issues on [Ex. 4 CB] \_equipment is CRITICAL on lava at 01-12-2015 13:10:30

Paula, could we add the RAM temporarily, just long enough to keep everything running until we figure out and fix the actual problem, then remove that additional RAM again?

Joan Karrie

Special Assistant EPA/OSWER/OEM MC 5104A

WJC 1448C

karrie.joan@epa.gov Work: 202-564-9469 cell: 202-774-4796

From: Childers, Paula

**Sent:** Monday, January 12, 2015 1:56 PM **To:** Karrie, Joan; Burgess, Christopher

Cc: Li, Wei; Hare, Vickie; Spradling, LeAnn; Ferko, Dan; Jessica Ferguson; Fogarty, Stephen

Subject: Swap / RAM issues on Ex. 4 CBI Lequipment is CRITICAL on lava at 01-12-2015 13:10:30

Hi all;

Just a short while ago, the Equipment [Ex. 4 CBI] instance on paged as down. Before I could do much of anything to check on it, it had paged as back up. It appears the Ex. 4 CBI was never actually down..... BUT -

I noticed when I went into our Ex. 4 CBI monitoring system to acknowledge the page, that the server was also showing an alert for swap space at less than 8% !!!!!! The Ex. 4 CBI was slow because the server is hitting it's maximum.

A check of TOP for the system showed these disturbing stats:

# Ex. 4 CBI

I checked the heap memory settings for the Ex. 4 CBI currently running on state and this is what is currently operating:

Ex. 4 CBI

# Ex. 4 CBI

That's **9GB** worth of potential max heap, plus what would be consumed by perm, native, and overhead beyond that setting total. However, unless I'm badly mistaken [EX.4 CBI only has 4GB of RAM. Clearly, something needs to change!!!!!

It would appear that most of the Ex. 4 CBI and applications do not typically run at anywhere near their possible maximums, or else the server would have been in trouble long ago. I can't seem to find current stats on the Ex. 4 CBI in Ex. 4 CBI I will need to look into that.

Unless we can do something to drastically reduce memory consumption by all the other **Ex. 4 CBI** to "make room" for Equipment, or there's something chewing memory in the actual job Equipment is performing, then I think the best course of action is going to be to add RAM to the Ex. 4 CBI server.

I would recommend at a minimum, enough be added to allow for all the [Ex. 4 CB] heaps to run at their max simultaneously, which would be at least 6GB added to make 10GB total.

Best practice would generally dictate having at least another 4 to 5 GB available for the OS and the various native/overhead associated with the heaps, but that could wait to see if the actual runtime needs are low enough for the lesser amount to suffice.

Wei, Vickie, what would need to be done to add RAM to Ex. 4 CBI dedicated

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Nagios Service Account < nagios@rtpnc.epa.gov>

Sent: Monday, January 12, 2015 1:10 PM

To: Childers, Paula

Subject: Ex. 4 CBI \_equipment is CRITICAL on Ex.4081 at 01-12-2015 13:10:30

Ex. 4 CBI

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 1/13/2015 11:13:55 PM

**To**: ADC Project Coordinators [ADC\_Project\_Coordinators@epa.gov]

Subject: Accepted: EMP: RAM issue on Ex. 4 CBI eleconference Call

Location: Bridge: Ex. 6 Conference Phone/Access Code / Passcode: Ex. 6 Conference Phone/Access Code

**Start**: 1/14/2015 7:30:00 PM **End**: 1/14/2015 8:00:00 PM

Show Time As: Busy

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 6/18/2014 6:16:12 PM

To: Jessica Ferguson [jferguson@CRGT1.onmicrosoft.com]; Dunham, Adam [Dunham.Adam@epa.gov]

CC: Chen, Simon [Chen.Simon@epa.gov]; Svitlana Shlykova [sshlykova@CRGT1.onmicrosoft.com]; Hinds, Timothy

[Hinds.Timothy@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]

Subject: RE: Temporary OBI Use of Staging OID

Yes, your latter scenario. Can you bear with the second login request in staging and complete your testing....then proceed with a vulnerability scan and move it to prod, with the expectation that it would no longer request a second login there. I am cc'ing Adam Dunham, who may have more insight on how things would behave in staging and what would be expected in production.

Thanks, Dan

From: Jessica Ferguson [mailto:jferguson@CRGT1.onmicrosoft.com]

**Sent:** Wednesday, June 18, 2014 1:06 PM **To:** Ferko, Dan; Hinds, Timothy; Karrie, Joan

Cc: Chen, Simon; Svitlana Shlykova

Subject: RE: Temporary OBI Use of Staging OID

Dan,

Are you saying that when we would log into Oil DB it would ask us to log in again? Or are you saying if we log into Oil DB then we get prompted to log in again so that the Ex.4CBI report that is embedded in Oil DB is accessible? If it's the 2<sup>nd</sup> one then I'm not sure this gives us the validation we are looking for as this is how it's working in our internal environments right now. We wanted to test to ensure there was a seamless login. Should we just assume that if the 2<sup>nd</sup> login to Ex.4CBI works then it would work as expected when we go to production and be seamless?

Thanks, Jess

From: Ferko, Dan [mailto:Ferko.Daniel@epa.gov]

Sent: Wednesday, June 18, 2014 9:53 AM

**To:** Hinds, Timothy; Karrie, Joan **Cc:** Jessica Ferguson; Chen, Simon

Subject: RE: Temporary OBI Use of Staging OID

Joan,

With the current configuration (obssocookie produced by the staging access servers not valid against the production access servers), my understanding is this introduces the inconvenience of having to log in again. Can you proceed with your testing with that inconvenience, with the understanding that it would go away when the apps are in production, or does the configuration prevent testing.

Sorry if I missed something,

Dan

From: Hinds, Timothy

Sent: Wednesday, June 18, 2014 9:32 AM

To: Karrie, Joan

**Cc:** Jessica Ferguson; Ferko, Dan; Chen, Simon **Subject:** RE: Temporary OBI Use of Staging OID

Joan,

The BIAC manages the Ex. 4 CBI Database platform, but the database support team runs the Ex. 4 CBI Database platform. I'll check with database support as to whether they could let you point your database to the production Ex. 4 CBI Database platform.

The question of which Ex. 4 CBI store to use in development & staging has been an interesting one. The default philosophy is that in general applications in development hit development resources, staging hits staging, and production hits production, with staging designed to mirror production as closely as possible so testing there is a reliable guide to operation in production. However, we've found that identity authentication and authorization content should be consistent between staging & production, which allows for that latter objective of consistency of testing in staging being a good indicator of operation in production. That means that the content of Ex. 4 CBI accessed by staging [Ex. 4 CBI accessed by staging [Ex. 4 CBI accessed by staging [Ex. 4 CBI accessed by access production as well, but I understand the default Ex. 4 CBI Database use of staging [Ex. 4 CBI content. We'll see if we can help you get a consistent staging environment as far as Ex. 4 CBI content.

Who's your database admin? We'll start with him or her.

Thanks for your patience.

Regards, Timothy

Timothy Hinds

Hosting Manager, Hosting and Storage Solutions Branch
National Computer Center, Office of Technology Operations and Planning
Office of Environmental Information, U.S. EPA
919 541 3584
hinds.timothy@epa.gov

From: Karrie, Joan

Sent: Wednesday, June 18, 2014 8:37 AM

To: Hinds, Timothy

Cc: Jessica Ferguson; Ferko, Dan; Chen, Simon Subject: RE: Temporary Ex. 4 cos Use of Staging Ex. 4 cos

That seems to be part of the issue and we're wondering why it's set up that way. thanks

Joan Karrie

Information Management Specialist EPA/OSWER/OEM/RMD

MC 5104A WJC B517G

karrie.joan@epa.gov Work: 202-564-9469

From: Hinds, Timothy

Sent: Tuesday, June 17, 2014 5:47 PM

To: Karrie, Joan

Cc: Jessica Ferguson; Ferko, Dan; Chen, Simon Subject: Temporary Use of Staging (Ex. 4.08)

Joan,

OBI in staging uses the production [EX.408] LDAP store by design in support of testing by a wide variety of Agency and business partner users, many of whom do not have identities in the staging [EX.408] LDAP store. Reconfiguring [EX.408] is not a simple operation like changing a database connection for a few minutes.

First, Webgate would have to be uninstalled and reinstalled. Second, Weblogic would require reconfiguration to point to staging [Ex. 4 CB] numerous links and references would have to be changed manually. If any of them were not changed precisely correctly, the functionality of the environment would be degraded and possibly become completely unavailable until the problem could be diagnosed and corrected. After the testing, the software reinstallations would have to be repeated and all the links and references would have to be changed back manually, with the same risks involved. While the changes in both directions where being made, access by all users of the environment would be interrupted. During the (admittedly short) period of use of staging [Ex. 4 CB], access by many users would remain down, since their identities are present in production [Ex. 4 CB] but not in staging [Ex. 4 CB].

We would like to be able to help you accomplish your objectives, but doing all the above would require extensive coordination with all Agency projects using the environment, scheduling the outage ahead of time through Agency change control procedures, and payment by your office for the work involved through ordering of WCF product Though it may not be worth the difficulty involved, if it is crucial for you, we can supply you with an estimate of the state charges necessary to accomplish it and coordinate with you on an implementation schedule.

Please let me know if it would be helpful to discuss the matter. I'm sorry it isn't as easy as you'd hoped, but we can talk about the relative priority of this activity for you given the difficulties involved.

Thanks, Timothy

Timethy Hinds

Hosting Manager, Hosting and Storage Solutions Branch National Computer Center, Office of Technology Operations and Planning Office of Environmental Information, U.S. EPA

919 541 3584

hinds.timothy@epa.gov

From: Karrie, Joan

Sent: Tuesday, June 17, 2014 9:39 AM

To: Hinds, Timothy

Cc: Jessica Ferguson; Chen, Simon; Ferko, Dan Subject: ssue
Timothy, we need to find a solution to a problem we've been having with a new feature that our contractors need to test. We have embedded some Ex. 4 cbl reports from our Ex. 4 cbl into our application, Oil DB, in Staging and need to test the Single Sign On solution that allows the user in the application to see the reports from Ex. 4 cbl The following paragraph from our contractor, Jess Ferguson at CRGT (cc'd above) explains the issue
We're having issues testing embedding an ex.4cm report in Oil DB. We can't test this in our CRGT environments b/c we need to be able to do it in a "real" EPA environment with WAM and Webgate to verify the single sign-on works. Essentially when have a report embedded in a java app, your login into an app is also supposed to log you into ex.4cm so you can see the embedded report. We tried to test this in staging but for whatever reason ex.4cm in staging points to the Ex.4 CBI server while Oil DB in staging points to the STAGING OID server.
Simon says he cannot point staging [Ex. 408] to the staging [Ex. 408] server b/c it would impact other users. He suggested we should just log into Oil DB in staging and then log into another EMP app in staging to verify the [Ex. 408] but we do not think this is a test that we can rely on for production. If we're testing the [Ex. 408] from Oil DB to another app and not Oil DB directly to [Ex. 408] then we're not really testing it at all in our opinion. We literally just need a few minutes and it's staging anyway, not production.
Jess has proposed two options:  1. We only need [Ex.408] pointed to Staging for maybe 20 minutes so we can pop-in and see if it works  2. We create a test page in Oil DB (or any app really) where we embed an [Ex.408] report and deploy it to production. Users won't know where it is since we will not have any onscreen links to it anywhere. This would require a scan and a deployment to get it there and then another to remove it. It's certainly the more long winded/expensive approach.
Simon is still resistant to the first solution. It seems rather pointless and expensive to do option 2.
Can you help us find a middle ground? Maybe point to Staging early in the morning or late at night for 20 min? Maybe some other way?

Thanks

Joan Karrie
Information Management Specialist
EPA/OSWER/OEM/RMD
MC 5104A
WJC B517G

karrie.joan@epa.gov Work: 202-564-9469

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communication or any attachment as it is strictly prohibited and may be unlawful. If you believe that you have received this e-mail in error, please reply to this message advising me of the error and then immediately delete this message. Thank you.

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 6/18/2014 9:46:49 PM

**To**: Smith, JohnB [Smith.JohnB@epa.gov]

**Subject**: Escalation process

Attachments: ITS-EPA II CAM Escalation Notification.pdf

#### JohnB,

The escalation doc I was thinking about on today's call with Scott is attached. This document shows the timeframes for escalating/communicating up the NCC and CGI chains, but makes no promises regarding problem resolution. I'd be hesitant to promise problem resolution, as you never know how many technical levels you'll need to go to. Last week we had a problem with EMP's Oil DB app, and it took a day and a half before we were able to identify a network issue that impacted the app, but had nothing to do with the app or the platform. We've also has storage devices fail and we needed to get a full replacement in to resolve the issue.

Was the intent of the OLA to cover the communication escalation times, or for actual problem resolution?

Thanks,

Dan

#### Appointment

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 6/5/2014 3:10:38 PM

To: Smith, Anthony; Jessica Ferguson (jferguson@crgt.com) [jferguson@crgt.com]; Svitlana Shlykova

(sshlykova@crgt.com) [sshlykova@crgt.com]; Smith, Doug L; Li, Wei [Li.Wei@epa.gov]; Lawson, Brittany; Kearns,

Mike (CGI Federal) [Mike.Kearns@cgifederal.com]

CC: Karrie, Joan [Karrie.Joan@epa.gov]

Subject: Troubleshoot EMP OILDB problems

Location: Ex. 6 Conference Line/Access Code Passcode: Ex. 6 Conference Line/Access Code

**Start**: 6/5/2014 4:15:00 PM **End**: 6/5/2014 5:15:00 PM

Show Time As: Tentative

Web conference: Ex. 6 Conference Line/Access Code

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 6/6/2014 7:24:37 PM

To: Lewis, Matthew [Lewis.Matthew@epa.gov]

Subject: RE: Ex. 4 CBI transfer test results

FYI - This was a bonus from our work investigating the EMP problem between  $\left[ Ex. 4 CBI \right]$  and  $\left[ Ex. 4 CBI \right]$  We thought they were related, but appears no...we are still troubleshooting EMP.

Dan

From: Lewis, Matthew

Sent: Friday, June 06, 2014 3:23 PM

**To:** Ouellette, Dave; Ferko, Dan; Childers, Paula; Crawford, David **Cc:** Smith, Doug L; Thomason, Marshall; Burroughs, Patricia

Subject: RE: Ex. 4 cBI transfer test results

Dave O:

Thanks a bunch.

Adding in Dave Crawford as he has also been working similar issues.

Please let us know if there are any remaining issues that we need to be aware of.

Thank you

Matt Lewis, PMP | Director | U.S. Federal Market | CGI | (O): 919.294.0804 | www.cgi.com

ITS-EPA II Custom Applications Management

Please consider the environment before printing this e-mail

From: Ouellette, Dave

**Sent:** Friday, June 06, 2014 3:20 PM **To:** Ferko, Dan; Childers, Paula

Cc: Smith, Doug L; Lewis, Matthew; Thomason, Marshall

Subject: RE: Ex. 4 CBI transfer test results

Whatever Micah fixed, it solved all our VM transfer issues. Here are current results from Ex. 4 CBI to the previous "problem" servers:

Ex. 4 CBI

# Ex. 4 CBI

And our problem transfers from Ex. 4 CBI earlier are now resolved:

# Ex. 4 CBI

Even the **Ex. 4 CBI** to **Ex. 4 CBI** transfer works (was less than 1 MB/s, now is normal for **Ex. 4 CBI** transfers) which makes Dave Greene happy, since we are doing the migration of at 4pm today, and will need to transfer 100G plus of dumpfiles:

### Ex. 4 CBI

Someone please thank Micah for us. He will be added to my contacts list.

From: Ouellette, Dave

**Sent:** Friday, June 06, 2014 12:20 PM **To:** Ferko, Dan; Childers, Paula

Cc: Smith, Doug L; Lewis, Matthew; Thomason, Marshall

**Subject:** Ex. 4 CBI transfer test results

All transfer test were from Ex. 4 CBI on the Ex. 4 CBI on the Ex. 4 CBI on the following servers on the Ex. 4 CBI cluster:

# Ex. 4 CBI

Here are the results transferring the same file to all servers. First three highlighted are bad, others are very good.

Ex. 4 CBI

# Ex. 4 CBI

#### Thanks,

Dave Ouellette | Senior Database Consultant | CGI Federal ITS-EPA II Custom Applications Management 2800 Meridian Parkway #150 Durham, NC 27713

Phone: 919-294-0121 | Ouellette.David@epa.gov

Please consider the environment before printing this email.

Message Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP From: (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN] Sent: 6/17/2014 3:08:04 PM Dunham, Adam [Dunham.Adam@epa.gov] To: Subject: FW: ssue Adam, The email below is in regard to the "[ staging pointing to stage production" problem that we discussed earlier. If EMP is having trouble because their app authentication and authorization are against staging [54.400] but the embedded [54.400] app is against production ....why can't we just move select data from production back to Staging...just the data needed by EMP to conduct their tests. We could even delete it from Staging afterward if necessary. Any value in this approach? Dan From: Karrie, Joan Sent: Tuesday, June 17, 2014 9:39 AM **To:** Hinds, Timothy Cc: Jessica Ferguson; Chen, Simon; Ferko, Dan Subject: issue Timothy, we need to find a solution to a problem we've been having with a new feature that our contractors need to test. We have embedded some FX.4 CBI reports from our Ex.4 CBI into our Ex.4 CBI application, Oil DB, in Staging and need to test the Single Sign On solution that allows the user in the application to see the reports from [EX. 4 CB]. The following paragraph from our contractor, Jess Ferguson at CRGT (cc'd above) explains the issue We're having issues testing embedding an [Ex. 4 CBB] report in Oil DB. We can't test this in our CRGT environments b/c we need to be able to do it in a "real" EPA environment with [5x.408] and [Ex.408] to verify the single sign-on works. Essentially when have a report embedded in a [5.400] app, your login into an app is also supposed to log you into Ex.4CBI so you can see the embedded report. We tried to test this in staging but for whatever reason Ex.4CBI in staging points to the PRODUCTION [Examples of the STAGING [Examples will be a server.] Simon says he cannot point staging to the staging server b/c it would impact other users. He suggested we should just log into Oil DB in staging and then log into another EMP app in staging to verify the but we do not think this is a test that we can rely on for production. If we're testing the from Oil DB to another app and not Oil DB directly to Ex. 4 cell then we're not really testing it at all in our opinion. We literally just need a few minutes and it's staging anyway, not production. Jess has proposed two options: We only need Ex. 4 cm pointed to Staging Ex. 4 cm for maybe 20 minutes so we can pop-in and see if it works We create a test page in Oil DB (or any app really) where we embed an Exacel report and deploy it to production. Users won't know where it is since we will not have any onscreen links to it anywhere. This would require a scan and a deployment to get it there and then another to remove it. It's certainly the more long winded/expensive approach.

Simon is still resistant to the first solution. It seems rather pointless and expensive to do option 2.

Can you help us find a middle ground? Maybe point to Staging early in the morning or late at night for 20 min? Maybe some other way?

Thanks

Joan Karrie

Information Management Specialist EPA/OSWER/OEM/RMD

MC 5104A WJC B517G

karrie.joan@epa.gov Work: 202-564-9469

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 6/6/2014 4:34:43 PM

To: Lewis, Matthew [Lewis.Matthew@epa.gov]

Subject: FW: EMP OILDB application down in Production!

Importance: High

Sent this email out to try to summarize what we've found. I think the biggest problem is that we need some senior help from NSOC.

Dan

From: Ferko, Dan

**Sent:** Friday, June 06, 2014 12:32 PM

**To:** Carraway, Arthur; Smith, Anthony; Atai, Micha; Kinney, Brian **Cc:** Childers, Paula; Ouellette, Dave; Smith, Doug L; Li, Wei **Subject:** EMP OILDB application down in Production!

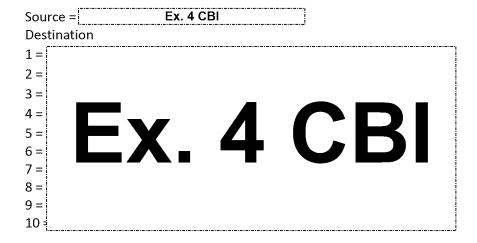
Importance: High

To all involved in the investigation so far, please read below and let everyone know if we've turned up any other relevant info.

#### Network team:

The production outage issue is that EMP OILDB application is down right now. The communication problem appears to be between the Ex. 4 CBI and the Ex. 4 CBI database server in the intranet. Packet analysis yesterday shows a high rate of failures w/regard to transmissions between those servers.

David Ouellette has what we believe is supporting evidence of the problem. His experience has been slow file transfers between certain servers. He ran a test today, transferring a file from the Ex. 4 CBI server, which is on the subnet subnet. No firewalls crossed. Seven of the destinations had file transfer rates of ~50Mbps (GOOD). Three of them had transfer rates of <5MBps (BAD). For Dave's test today, the actual server and IPs are listed below. We are told that the network components (switches, routers, etc.) are the same for all ten transfers.



Please let us know how we can help troubleshoot.

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808

#### Appointment

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/6/2014 10:46:22 PM

To: Childers, Paula [Childers.Paula@epa.gov]; Smith, Doug L [Smith.Douglas@epa.gov]

**Subject**: Identify possible scenarios for the EMP RH6 upgrade

Location: Ex.4 Conference Line/Access Code Passcode: Ex.4 Conference Line/Access Code

**Start**: 8/18/2014 6:00:00 PM **End**: 8/18/2014 6:30:00 PM

Show Time As: Tentative

I'd like to present at least a couple RH6 upgrade options at the meeting with EMP on Aug. 20<sup>th</sup>. Let's use this time to pull together options and pros/cons.

Thanks, Dan

#### Appointment

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/20/2014 5:31:08 PM

To: Smith, Doug L [Smith.Douglas@epa.gov]

Subject: EPA EMP FY14 CMA Y2/Y3

Location: Ex. 6 Conference Line/Access Code PassCode: Ex. 6 Conference Line/Access Code

**Start**: 8/21/2014 5:00:00 PM **End**: 8/21/2014 6:00:00 PM

Show Time As: Tentative

### <u>Agenda</u>

Review the information needed in support of the CMA, allow questions on each topic, identify who can best provide the info.

Thanks,

Dan

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 7/24/2014 7:41:59 PM

**To**: Smith, Doug L [Smith.Douglas@epa.gov]

**Subject**: EMP CMA Audit

Hello Doug,

EMP is currently undergoing an audit and needs NCC to provide specific info. Please take a look at the table below, and specifically 24B....Database scan results.

For EMP's dbs Ex. 4 CBI =prod), what can we provide to the auditor to prove that the dbs are scanned? I'm not sure if we only have the server-OS level scans, or whether there are also scans at the db level.

Please let me know what we can provide and how I can get it. I will collect the feedback for CAM and forward it to Stephen Fogarty.

	Vulnerability Scan Results	RA				
	Please provide the most recent <b>credentialed</b> vulnerability scan results (i.e. Ex. 4 CBI Vulnerability Manager) to include:		25		NetSec	
24	A. Web Application scan results (if applicable) (i.e. HP Ex.4 CBI		25- Jul- 14	5657	CAM - App Scan results	David Crawford
	B. Database scan results (if applicable) (i.e.		14		CAM - DB scan if avail	Doug Smith
	C. Code scan results (if applicable) (i.e. √Ex. 4 CBI				CAM - App Scan results	David Crawford

Thanks, Dan

#### Appointment

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/6/2014 10:43:16 PM

To: Thomas, Rob [Thomas.Rob@epa.gov]; Karrie, Joan [Karrie.Joan@epa.gov]; Sczepanski, David

[Sczepanski.David@epa.gov]; Fogarty, Stephen [Fogarty.Stephen@epa.gov]; Pritchett, Dave

[Pritchett.David@epa.gov]; Childers, Paula [Childers.Paula@epa.gov]; Jessica Ferguson (jferguson@crgt.com)

[jferguson@crgt.com]

Subject: EPA EMP FY14 CMA Y2/Y3

Location: Ex. 6 Conference Line/Access Code Passcode Ex. 6 Conference Line/Access Code

**Start**: 8/20/2014 2:00:00 PM **End**: 8/20/2014 3:00:00 PM

Show Time As: Tentative

#### Agenda

Review the information needed in support of the CMA, allow questions on each topic, identify who can best provide the info.

Thanks, Dan

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

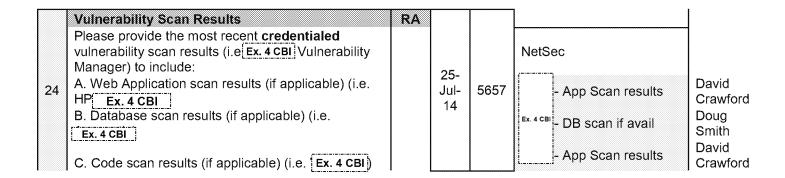
**Sent**: 7/24/2014 7:34:52 PM

To: Crawford, David [Crawford.DavidE@epa.gov]
CC: Spradling, LeAnn [Spradling.LeAnn@epa.gov]

**Subject**: EMP CAM Audit

#### Dave,

EMP is currently undergoing an audit, and needs info about many things. There are two items below (24 A and B) that fall into the app/code scan category. They are looking for recent results for vulnerability scans. There are at least four EMP apps (OilDB, Equipment, EMP Admin, FR – Field Readiness) that have undergone scans fairly recently. Can you please provide the scan results for those? Please send them to me and I will forward to Stephen Fogarty, who is collecting feedback from Hosting, NSOC, CAM, etc.



Let me know if I can provide any other info.

Thanks,

Dan

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 9/16/2014 7:43:42 PM

To: Dunham, Adam [Dunham.Adam@epa.gov]
CC: Spradling, LeAnn [Spradling.LeAnn@epa.gov]

**Subject**: RE: Production login problem

Fodder for Ops call. ©

From: Dunham, Adam

Sent: Tuesday, September 16, 2014 3:21 PM

To: Childers, Paula; Karrie, Joan

Cc: Ferko, Dan; Jessica Ferguson; WAM\_Support; Spradling, LeAnn

Subject: RE: Production login problem

The issue was with the certificate chain on the LTM that was replaced last night by the LTM team.

The certificate chain was not added properly causing SSL failures when attempting to connect to the Ex. 4 CBI URL for web services.

Since this piece is out of the control of the CAM team, there are limitations as to how quickly CAM is able to remediate the issue.

In the future, we will endeavor to better coordinate between our teams with regards to certificate replacements and test them during afterhours change windows.

Our apologies for the inconvenience that this outage has caused.

Adam Dunham | Senior Consultant

CAP EPA CAM | CGI Federal 2800 Meridian Pkwy, Durham, NC T: 919-294-3731 | M: 989-213-5092

Dunham.Adam@epa.gov

From: Childers, Paula

Sent: Tuesday, September 16, 2014 2:59 PM

To: Karrie, Joan

**Cc:** Ferko, Dan; Jessica Ferguson; WAM\_Support; Spradling, LeAnn

Subject: Re: Production login problem

Joan, I'm afraid I really don't even know what happened, as it occurred outside my area of work. Perhaps Adam from the WAM team could speak further to this.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Karrie, Joan

Sent: Tuesday, September 16, 2014 2:51 PM

To: Childers, Paula; Svitlana Shlykova

**Cc:** Ferko, Dan; Cindy Fan; Pavani Pudota; Jessica Ferguson; Jennifer Morgan; WAM\_Support; Spradling, LeAnn **Subject:** RE: Production login problem

Paula, any procedures you all can put into place to keep this from happening again? thanks

Joan Karrie

Information Management Specialist EPA/OSWER/OEM/RMD MC 5104A WJC B517G

karrie.joan@epa.gov Work: 202-564-9469

From: Childers, Paula

Sent: Tuesday, September 16, 2014 2:01 PM

To: Svitlana Shlykova; Karrie, Joan

Cc: Ferko, Dan; Cindy Fan; Pavani Pudota; Jessica Ferguson; Jennifer Morgan; WAM Support; Spradling, LeAnn

Subject: Re: Production login problem

I am told the problem should be resolved on the back-end; please let me know if we need to restart the EMP environments to clear the connections.

Thanks, Paula

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Dunham, Adam

Sent: Tuesday, September 16, 2014 10:42 AM

To: Childers, Paula; Svitlana Shlykova

Cc: Ferko, Dan; Cindy Fan; Pavani Pudota; Jessica Ferguson; Jennifer Morgan; WAM\_Support; Karrie, Joan; Spradling,

LeAnn

**Subject:** RE: Production login problem

We are working with the LTM team to add the new LTM certificates for the OFM servers which were replaced last night to the keystore for the web services.

Adam Dunham | Senior Consultant CAP EPA CAM | CGI Federal 2800 Meridian Pkwy, Durham, NC T: 919-294-3731 | M: 989-213-5092

Dunham.Adam@epa.gov

From: Childers, Paula

Sent: Tuesday, September 16, 2014 10:01 AM

To: Dunham, Adam; Svitlana Shlykova

Cc: Ferko, Dan; Cindy Fan; Pavani Pudota; Jessica Ferguson; Jennifer Morgan; WAM\_Support; Karrie, Joan; Spradling,

LeAnn

Subject: Re: Production login problem

There is an expired cert somewhere in the chain used by the LDAP backend call:

Provider : retrieveUser host = badger.epa.gov

iamport = 443

AxisFault			
faultCode: {	Ex. 4 CBI	/}Server.userException	
faultString:			orException: PKIX path building failed
sun.security	7. Ex. 4 CBI	::::::::::::::::::::::::::::::::::::::	l certification path to requested target
faultDetail:			
{h <u>(*'/-</u> -		EX.4CBI	sun.security.validator.ValidatorExc
	( path building failed:	Ex. 4 CBI	: unable to find valid cert
ification path	to requested target		
at {	Ex. 4	CRI	
at 🚛	LA. 4 V		

Adam??

Paula Childers | Consultant, CAM Middleware CAP EPA CAM | CGI Federal 2800 Meridian Parkway, Suite 150, Durham, NC 27713 919-294-3722 | childers.paula@epa.gov

From: Dunham, Adam

Sent: Tuesday, September 16, 2014 9:54 AM

To: Svitlana Shlykova; Childers, Paula

Cc: Ferko, Dan; Cindy Fan; Pavani Pudota; Jessica Ferguson; Jennifer Morgan; WAM\_Support

Subject: RE: Production login problem

No issue with WAM at this time.

Adam Dunham | Senior Consultant CAP EPA CAM | CGI Federal 2800 Meridian Pkwy, Durham, NC T: 919-294-3731 | M: 989-213-5092 Dunham.Adam@epa.gov

From: Svitlana Shlykova [mailto:sshlykova@CRGT1.onmicrosoft.com]

Sent: Tuesday, September 16, 2014 9:47 AM

To: Childers, Paula

Cc: Ferko, Dan; Cindy Fan; Pavani Pudota; Jessica Ferguson; Jennifer Morgan; WAM\_Support

Subject: Production login problem

Hi Paula,

Currently we can't log in any of our applications in production. Is something going on with WAM service?

Thanks, Svitlana.

Svitlana Shlykova Software Developer CRGT Inc 11921 Freedom Drive, Suite #1000 Reston, VA 20190 sshlykova@crqt.com O: 703-326-0888 ext.265

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Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP From: (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN] Sent: 7/29/2014 1:51:20 PM

To: Cusumano, Vicente [Cusumano.Vicente@epa.gov]; Graham, Brett [Graham.Brett@epa.gov]

CC: Fernandez, Gray [Fernandez.Gray@epa.gov] Subject: RE: DR for EMP prod servers Ex. 4 CBI

Is it OK to send that spreadsheet to the customer, so they can decide for which items they want DR?

Dan

From: Cusumano, Vicente

**Sent:** Tuesday, July 29, 2014 9:42 AM

To: Graham, Brett

Cc: Ferko, Dan; Fernandez, Gray

Subject: RE: DR for EMP prod servers lava and magma

Here is what is in e-bus

Dan can you provide server names.

V. Paul Cusumano **USEPA-National Computer Center** 

Phone: 919-541-0689

e-mail: cusumano.vicente@epa.gov

From: Ferko, Dan

**Sent:** Tuesday, July 29, 2014 9:34 AM

To: Cusumano, Vicente Cc: Graham, Brett

Subject: FW: DR for EMP prod servers | Ex. 4 CBI

Paul,

EMP would like to get cost info for adding DR. Brett is asking for the ebusiness registration numbers for EMP.

If there are several registration numbers for EMP, I'll need to know what each is for....so I can go back to EMP and find out which items they would want covered by DR.

Please let me know if I need to go back to EMP and have them provide the registration numbers.

Thanks, Dan

From: Graham, Brett

**Sent:** Tuesday, July 29, 2014 8:59 AM

To: Ferko, Dan

Cc: Thomas, Rob; Karrie, Joan; Boone, Carrie

Subject: RE: DR for EMP prod servers Ex. 4 CBI

Dan,

I've been out but I thought I was waiting for someone to provide the exact ebusiness registration numbers for the items that EMP would require active during a DR event.

Can someone provide those registrations?

Thanks,

Brett C. Graham
US Environmental Protection Agency
Office of Environmental Information
Office of Technology Operations & Planning
National Computer Center
Hosting and Storage Solutions Branch

Office: (919) 541-0581 Cellular: Ex. 6 Personal Privacy (PP)

Fax: (919) 685-3179

Graham.Brett@epa.gov

From: Ferko, Dan

Sent: Wednesday, July 23, 2014 2:29 PM

To: Graham, Brett

Cc: Thomas, Rob; Karrie, Joan; Boone, Carrie

Subject: RE: DR for EMP prod servers **Ex. 4 CBI** 

Hello Brett,

Rob and Joan, from OSWER/OEM and cc'd here, are looking for the cost associated with DR for their EMP system.

Is this something you can provide?

Thanks,

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808

From: Boone, Carrie

Sent: Thursday, June 26, 2014 9:55 AM

To: Ferko, Dan

Cc: Thomas, Rob; Karrie, Joan

Subject: RE: DR for EMP prod servers lava and magma

Thanks Dan, Brett is working on costing.

#### Carrie Boone

Storage, Disaster, and Procurements
Premier Technical Services \ SAIC \ EPA
1500 Perimeter Park Dr., Suite 100, Morrisville, NC 27560

Office: : (888) 822-7242 ext -1503 or 865-481-1503

Cellular: Ex. 6 Personal Privacy (PP)
Email: boone.carrie@epa.gov

From: Ferko, Dan

Sent: Wednesday, June 25, 2014 3:44 PM

**To:** Boone, Carrie

Cc: Thomas, Rob; Karrie, Joan

Subject: DR for EMP prod servers Ex. 4 CBI

Carrie,

Per our discussion earlier today...

At our EMP meeting this afternoon, Joan and Rob indicate that they haven't determined whether DR is required for their EMP systems. They will work with OIG to clarify. If you can provide cost information for having DR services for their production servers (app server [Ex. 4 CBI], without needing to charge EMP, then please proceed. They are cc'd here if you have any additional questions.

Thanks,
Daniel Ferko, PMP (Contractor)
Project Manager
CGI Federal
ferko.daniel@epa.gov
(919)294-0808

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 7/9/2014 8:09:44 PM

To: Pavani Pudota [ppudota@CRGT1.onmicrosoft.com]; Svitlana Shlykova (sshlykova@crgt.com) [sshlykova@crgt.com]

**Subject**: RE: Versions

Hello Pavani, Svitlana,

After the EMP call today, I talked with John Kocher about the emails you had sent reporting problems with <a href="Ex.4CBI" He has forwarded your emails to Phil Rosol to be addressed. My understanding is that this is being handled with normal priority. I wasn't in the loop regarding the urgency of this issue. Please let me know if this needs to be escalated in the queue.

Thanks,

Daniel Ferko, PMP (Contractor)
Project Manager
CGI Federal
ferko.daniel@epa.gov
(919)294-0808

From: Pavani Pudota [mailto:ppudota@CRGT1.onmicrosoft.com]

Sent: Wednesday, July 09, 2014 2:47 PM

To: Ferko, Dan Subject: Versions

Production – 11.1.1.7.140114 Staging – 11.1.1.7.140515 Development – Same as Staging

Simon still needs to patch Production.

Thank you

Regards,
Pavani Pudota
Sr BI Developer
CRGT Inc
198 Van Buren St., Suite 120
Herndon, VA 20170
ppudota@crgt.com
O: 703-326-0888 x265

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#### Appointment

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/4/2014 3:30:36 PM

To: Fogarty, Stephen [Fogarty.Stephen@epa.gov]; Gay, Neal [Gay.Neal@epa.gov]; Sczepanski, David

[Sczepanski.David@epa.gov]

**Subject**: EMP CMA (Continuous Monitor Assessment)

Attachments: EPA EMP FY14 PBC Tracker Document Request List\_NCC\_Aug4.xlsx

Location: Ex. 8 - Conference Line/Access Code PassCode: Ex. 6 - Conference Line/Access Code

**Start**: 8/5/2014 3:30:00 PM **End**: 8/5/2014 4:00:00 PM

Show Time As: Tentative



We need to understand who's to provide the requested docs.

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 7/9/2014 9:52:19 PM

To: Pavani Pudota (ppudota@crgt.com) [ppudota@crgt.com]; Svitlana Shlykova (sshlykova@crgt.com)

[sshlykova@crgt.com]; Jessica Ferguson (jferguson@crgt.com) [jferguson@crgt.com]

CC: Karrie, Joan [Karrie.Joan@epa.gov]; Dunham, Adam [Dunham.Adam@epa.gov]; Kocher, John

[Kocher.John@epa.gov]

**Subject**: Testing of EMP Admin 11.5

Hello Pavani, Svitlana, Jessica,

On the call today, you mentioned that you had difficulty testing EMP Admin 11.5 because of a problem with the Staging portal. I talked with Adam and John, who acknowledged that there was a staging portal problem that was resolved today. They haven't had time to fully test things out, so there may still be other issues. Please try your testing again and let us know the results. If any errors are encountered, please send a screenshot.

Thanks,

Daniel Ferko, PMP (Contractor)
Project Manager
CGI Federal
ferko.daniel@epa.gov
(919)294-0808

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/4/2014 3:13:39 PM

To: Crawford, David [Crawford.DavidE@epa.gov]

Subject: RE: EMP CAM Audit

From my email on July 24th...

There are at least four EMP apps (OilDB, Equipment, EMP Admin, FR – Field Readiness) that have undergone scans fairly recently

Hope this helps,

Dan

From: Crawford, David

Sent: Monday, August 04, 2014 10:58 AM

**To:** Ferko, Dan **Cc:** Spradling, LeAnn

Subject: RE: EMP CAM Audit

I am trying to figure out which application as there are many that fall under EMP.

#### DEC

=====

David E. Crawford, PMP | Senior Consultant | CGI Federal (Contractor)

ITS-EPA II Custom Applications Management

2800 Meridian Parkway Suite 150

Durham, NC 27713 Phone: 919.294.3727

Please consider the environment before printing this e-mail.

Please CC ColdFusion\_webadministrators@epa.gov for all ColdFusion related requests.

Please CC aspsupport@epa.gov for all ASP/ASP.NET related requests.

Please CC wah security@epa.gov for all Code Review/AppScan related requests.

From: Ferko, Dan

**Sent:** Monday, August 04, 2014 10:57 AM

**To:** Crawford, David **Cc:** Spradling, LeAnn

Subject: RE: EMP CAM Audit

Let's give them a subset and if they need more, they'll let us know.

Thanks,

Dan

From: Crawford, David

**Sent:** Monday, August 04, 2014 10:25 AM

**To:** Ferko, Dan **Cc:** Spradling, LeAnn

Subject: RE: EMP CAM Audit

Specifically which EMP? All of them, or some subset?

DEC

=====

David E. Crawford, PMP | Senior Consultant | CGI Federal (Contractor)

ITS-EPA II Custom Applications Management

2800 Meridian Parkway Suite 150

Durham, NC 27713 Phone: 919.294.3727

Please consider the environment before printing this e-mail.

Please CC ColdFusion webadministrators@epa.gov for all ColdFusion related requests.

Please CC aspsupport@epa.gov for all ASP/ASP.NET related requests.

Please CC wah security@epa.gov for all Code Review/AppScan related requests.

From: Ferko, Dan

Sent: Monday, August 04, 2014 10:18 AM

To: Crawford, David

Subject: FW: EMP CAM Audit

Dave,

Need scan docs, per the email below.

Thanks, Dan

From: Ferko, Dan

Sent: Thursday, July 24, 2014 3:35 PM

To: Crawford, David Cc: Spradling, LeAnn Subject: EMP CAM Audit

Dave,

EMP is currently undergoing an audit, and needs info about many things. There are two items below (24 A and C) that fall into the app/code scan category. They are looking for recent results for vulnerability scans. There are at least four EMP apps (OilDB, Equipment, EMP Admin, FR – Field Readiness) that have undergone scans fairly recently. Can you please provide the scan results for those? Please send them to me and I will forward to Stephen Fogarty, who is collecting feedback from Hosting, NSOC, CAM, etc.

	Vulnerability Scan Results	RA				
	Please provide the most recent <b>credentialed</b> vulnerability scan results (i.e. McAfee Vulnerability Manager) to include:		25- Jul-		NetSec	David Crawford
24	A. Web Application scan results (if applicable) (i.e. HP Webinspect)			5657	CAM - App Scan results	
	B. Database scan results (if applicable) (i.e. Accunetix)		14		CAM - DB scan if avail	Doug Smith
	C. Code scan results (if applicable) (i.e. Veracode)				CAM - App Scan results	David Crawford

Let me know if I can provide any other info. Thanks,

Dan

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 7/9/2014 9:07:21 PM

To: Rosol, Phil [Rosol.Phil@epa.gov]
CC: Kocher, John [Kocher.John@epa.gov]

Subject: FW: Versions

Phil,

Apparently some emails were sent from the EMP developers (CGRT) to John Kocher about problems their users are having with Discoverer. John said he would forward them to you. In any case, from the email below from Pavani, it sounds like they are anxious to get this addressed as soon as possible, as it's preventing ERNS users from logging in.

Please let me know if I can help.

Thanks, Dan

**From:** Pavani Pudota [mailto:ppudota@CRGT1.onmicrosoft.com]

**Sent:** Wednesday, July 09, 2014 5:00 PM

To: Ferko, Dan; Svitlana Shlykova

Cc: Cindy Fan; emp-helpdesk@crgt.com; WAM\_Support

Subject: RE: Versions

Dan,

Yes please. Could you please escalate this issue as it is here since almost 2 weeks now and none of the ERNS users are able to login to Discoverer including we at CRGT. We all tried to login and see the same error message.

Please let us know if you hear anything from John or Phil.

Thank you, Pavani

From: Ferko, Dan [mailto:Ferko.Daniel@epa.gov]

**Sent:** Wednesday, July 09, 2014 4:10 PM **To:** Pavani Pudota; Svitlana Shlykova

Subject: RE: Versions

Hello Pavani, Svitlana,

After the EMP call today, I talked with John Kocher about the emails you had sent reporting problems with Discoverer. He has forwarded your emails to Phil Rosol to be addressed. My understanding is that this is being handled with normal priority. I wasn't in the loop regarding the urgency of this issue. Please let me know if this needs to be escalated in the queue.

Thanks,

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808 From: Pavani Pudota [mailto:ppudota@CRGT1.onmicrosoft.com]

Sent: Wednesday, July 09, 2014 2:47 PM

**To:** Ferko, Dan **Subject:** Versions

Production – 11.1.1.7.140114 Staging – 11.1.1.7.140515 Development – Same as Staging

Simon still needs to patch Production. Thank you

Regards,
Pavani Pudota
Sr BI Developer
CRGT Inc
198 Van Buren St., Suite 120
Herndon, VA 20170
ppudota@crgt.com
O: 703-326-0888 x265

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received this e-mail in error, please reply to this message advising me of the error and then immediately delete this message. Thank you.

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 12/3/2014 9:42:05 PM **To**: Ide, Bob [Ide.Bob@epa.gov]

CC: Smith, Doug L [Smith.Douglas@epa.gov]; McIntyre, Pamela [McIntyre.Pamela@epa.gov]

Subject: RE: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

Thanks Bob. Not sure I understand your statement about "Looks as if the application hasn't yet moved to VM..". The EMP prod database is on dedicated server magma, and their staging database is on shared server <u>Ex. 4 CBI</u> both of which are VMs.

In any case, appreciate your help responding to the findings.

Dan

From: Ide, Bob

Sent: Wednesday, December 03, 2014 4:20 PM

To: Ferko, Dan

Cc: Smith, Doug L; McIntyre, Pamela

Subject: RE: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

OK, Dan, we'll get on it. I see that the scans were done on Sep 9, it took a while for them to be dumped on us. Looks as if the application hasn't yet moved to VM so the findings aren't meaningless yet. We scanned <u>Ex. 4 CBI</u> in October but these people used a different scanning policy ("FISMA") which may have looked for different things than the one we're using ("Best Practices for Federal Government") does. It'll be interesting to see if there are differences.

We'll have to do a scan of their Staging instance (Ex. 4 CBI) because we've never been told (tasked) (directed) (etc.) by NCC to scan Staging. That'll burn an Ex. 4 CBI license because each license is good for only one database and can't be moved to another. We always get more licenses than we need at the start of a fiscal year, to allow for things like this, so NCC may not have to buy another license (yet).

It'll take us a few (or more) days to plow through this; the outside people never have the sense to suppress false positives so a scan generates hundreds or even thousands of pages of virtual printout.

From: Ferko, Dan

Sent: Wednesday, December 03, 2014 15:28

To: Ide, Bob Cc: Smith, Doug L

Subject: FW: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

Bob,

The EMP system is undergoing a risk assessment, and needs NCC to follow up on a number of vulnerabilities detected by scans. The database scans resulted in a couple of files, one for staging dbs and the other for prod. Can you please take a look at the attached xlsx files, and provide the standard text for how NCC addresses these.

Please let me know if you need more info.

Thanks,

Dan

From: ADC Project Coordinators

Sent: Wednesday, December 03, 2014 2:06 PM

**To:** Thomas, Rob **Cc:** Ferko, Dan

Subject: FW: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

Hi Rob,

Are you able to join the call today?

Thank you, Andrew

Project Coordinator
CGI Federal ITS-EPA II CAM Team
Supporting the Environmental Protection Agency
Research Triangle Park, North Carolina

Ex. 4 CBI

Jessi Lind 817-249-2549 DianaD Woods 919-294-0802 Lauren Marks 919-294-0126 Andrew Barefield 919-294-0128

#### Ex. 4 CBI

From: ADC Project Coordinators

Sent: Wednesday, December 03, 2014 9:28 AM

To: Ferko, Dan; Barefield, Andrew; Thomas, Rob; Childers, Paula; Jones, Macon; Smith, Doug L

Cc: Fogarty, Stephen; Spradling, LeAnn; Karrie, Joan; Jessica Ferguson (<u>iferguson@crgt.com</u>); Burgess, Christopher

Subject: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

This **EMP Risk Assessment meeting** is scheduled for **Wednesday**, **12/3/2014** from **2:00 – 2:30 PM**. Details below.

**Bridgeline information:** 

Bridgeline: Ex. 6 - Conference Line/Access Code
Passcode: Ex. 6 - Conference Line/Access Code

#### Web Conference information:

Ex. 6 - Conference Line/Access Code

\*\*enter as guest\*\*

#### Agenda:

Get status on OS, Middleware, and Database issues identified in recent risk assessment.

Project Coordinator CGI Federal ITS-EPA II CAM Team Supporting the Environmental Protection Agency Research Triangle Park, North Carolina

Ex. 4 CBI

Jessi Lind 817-249-2549 DianaD Woods 919-294-0802 Lauren Marks 919-294-0126 Andrew Barefield 919-294-0128

Ex. 4 CBI

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/20/2014 12:54:58 PM **To**: Hubert.Black@faa.gov

Subject: EPA EMP FY14 CMA Y2/Y3

Location: Ex. 4 Conference Line/Access Code PassCode: Ex. 4 Conference Line/Access Code

**Start**: 8/21/2014 5:00:00 PM **End**: 8/21/2014 6:00:00 PM

Show Time As: Tentative

### <u>Agenda</u>

Review the information needed in support of the CMA, allow questions on each topic, identify who can best provide the info.

Thanks,

Dan

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 8/5/2014 1:31:16 PM

To: Cusumano, Vicente [Cusumano.Vicente@epa.gov]

Subject: RE: OBI DR status

Paul,

### For clarity...

- If you have a DR environment, you have DR servers waiting idle with software installed and ready in the event of a disaster.
- If you have NCC standard recovery, we (NCC) would need to bring up servers and install from backups at another site? So standard recovery will take longer.

Is this correct?

Dan

From: Cusumano, Vicente

**Sent:** Monday, August 04, 2014 1:30 PM

To: Ferko, Dan

Subject: RE: OBI DR status

Just that we don't have DR for OBI beyond the NCC standard recovery plan.

V. Paul Cusumano

**USEPA-National Computer Center** 

Phone: 919-541-0689

e-mail: cusumano.vicente@epa.gov

From: Ferko, Dan

**Sent:** Monday, August 04, 2014 1:12 PM

**To:** Cusumano, Vicente **Subject:** FW: OBI DR status

Paul,

Per Timothy email, I'm not sure what to tell the customer about OBI and DR...?

Dan

From: Hinds, Timothy

**Sent:** Monday, August 04, 2014 12:38 PM

To: Ferko, Dan; Johnson, Michelle

**Cc:** Cusumano, Vicente **Subject:** RE: OBI DR status

OBI is handled like everything else in the NCC that doesn't have a specific customer order for disaster recovery.

Timothy Hinds

Hosting Manager, Hosting and Storage Solutions Branch National Computer Center, Office of Technology Operations and Planning Office of Environmental Information, U.S. EPA 919 541 3584

hinds.timothy@epa.gov

From: Ferko, Dan

**Sent:** Monday, August 04, 2014 12:15 PM **To:** Hinds, Timothy; Johnson, Michelle

**Cc:** Cusumano, Vicente **Subject:** OBI DR status

Hello Timothy, Michelle,

The OEM EMP team has one of their apps (EMBI) over in the shared OBI environment. They are investigating DR options for their apps, and wondered what is currently in place for the OBI environment. Can you please provide a brief description of the DR status of OBI?

Thanks,

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808 From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 12/3/2014 8:22:38 PM

To: Dunham, Adam [Dunham.Adam@epa.gov]

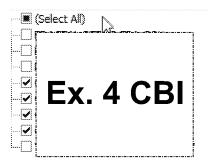
**Subject**: EMP Risk Assessment

Attachments: EMP\_Ex.4 CBI\_VulnerabilityReport.xlsx

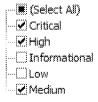
Adam,

The following is related to the EMP Risk Assessment being conducted by external auditors.

In the attached xls file, setting the filtering for column A to be the OAM servers:



..and the filtering for column C to be Critical, High, and Medium vulnerabilities:



...You get a bunch of vulnerabilities listed.

Can you please:

- 1) Address the vulnerability by upgrading/removing...whatever they recommend to remove the vulnerability
- 2) provide feedback that we can send to the EMP auditors, explaining why the vulnerability hasn't been addressed or the planned schedule for addressing them

Please let me know if you need more info.

Thanks,

Dan

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 12/3/2014 8:28:23 PM **To**: Ide, Bob [Ide.Bob@epa.gov]

**CC**: Smith, Doug L [Smith.Douglas@epa.gov]

Subject: FW: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

Attachments: 02. EMP Ex. 4 cBi Database - ESC Summary Export.xlsx; 02. EMP Ex. 4 cBi Database - ESC Summary

Export.xlsx

Bob,

The EMP system is undergoing a risk assessment, and needs NCC to follow up on a number of vulnerabilities detected by scans. The database scans resulted in a couple of files, one for staging dbs and the other for prod. Can you please take a look at the attached xlsx files, and provide the standard text for how NCC addresses these.

Please let me know if you need more info.

Thanks, Dan

From: ADC Project Coordinators

Sent: Wednesday, December 03, 2014 2:06 PM

**To:** Thomas, Rob **Cc:** Ferko, Dan

Subject: FW: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

Hi Rob,

Are you able to join the call today?

Thank you, Andrew

Project Coordinator CGI Federal ITS-EPA II CAM Team Supporting the Environmental Protection Agency Research Triangle Park, North Carolina

Ex. 4 CBI

Jessi Lind 817-249-2549 DianaD Woods 919-294-0802 Lauren Marks 919-294-0126 Andrew Barefield 919-294-0128

Ex. 4 CBI

From: ADC Project Coordinators

Sent: Wednesday, December 03, 2014 9:28 AM

To: Ferko, Dan; Barefield, Andrew; Thomas, Rob; Childers, Paula; Jones, Macon; Smith, Doug L

Cc: Fogarty, Stephen; Spradling, LeAnn; Karrie, Joan; Jessica Ferguson (<u>iferguson@crgt.com</u>); Burgess, Christopher

Subject: REMINDER: EMP Risk Assessment Call TODAY at 2:00PM

This **EMP Risk Assessment meeting** is scheduled for **Wednesday**, **12/3/2014** from **2:00 – 2:30 PM**. Details below.

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Bridgeline: Ex. 4 Conference Line/Access Code Passcode:

### Web Conference information:

Ex. 4 Conference Line/Access Code

\*\*enter as guest\*\*

### Agenda:

Get status on OS, Middleware, and Database issues identified in recent risk assessment.

Project Coordinator CGI Federal ITS-EPA II CAM Team Supporting the Environmental Protection Agency Research Triangle Park, North Carolina

### Ex. 4 CBI

Jessi Lind 817-249-2549 DianaD Woods 919-294-0802 Lauren Marks 919-294-0126 Andrew Barefield 919-294-0128

### Ex. 4 CBI

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 11/26/2014 5:14:57 PM

To: Dennis, Gregory [Dennis.Gregory@epa.gov]
Subject: RE: Summary of EMP Risk Assessment

Attachments: EMP Ex. 4 CBI

Greg,

I have updated the Excel file (attached), with the full list of ports, to reflect your feedback. How do we go about getting feedback on the rows with no response?

Thanks,
Daniel Ferko, PMP (Contractor)
Project Manager
CGI Federal
ferko.daniel@epa.gov
(919)294-0808

From: Dennis, Gregory

Sent: Wednesday, November 26, 2014 10:27 AM

To: Ferko, Dan

Subject: RE: Summary of EMP Risk Assessment

Hi Dan,

The attached spreadsheet shows what process is using the ports you had questions about. Most of them were not in use anymore when I checked.

As for the Ex. 4 CBI Vulnerability issues: All of the servers in question have been patched since the report was created and all packages are up to date.

Please let me know if you have any other questions.

Greg Dennis
UNIX Systems Administrator
SAIC

Supporting US EPA Desk: 865-481-1537

From: Jones, Macon

Sent: Monday, November 24, 2014 7:32 AM

To: Unix Group

Subject: FW: Summary of EMP Risk Assessment

Greg,

These are your servers, can you please review these documents and respond to Dan Ferko?

### Thanks

## Macon Jones

Manager Unix/Storage Administration

Phone: (865) 481-1512 | SAIC Cell Ex. 6 Personal Privacy (PP)

SAIC email: jonesjm@naismc.saic.com | EPA email: jones.macon@epa.gov

From: Ferko, Dan

Sent: Friday, November 21, 2014 1:23 PM

To: Jones, Macon; Spradling, LeAnn; Smith, Doug L; Jessica Ferguson (jferguson@crgt.com)

Cc: Fogarty, Stephen; Thomas, Rob

Subject: FW: Summary of EMP Risk Assessment

Greetings all,

The EMP program recently underwent a risk assessment, which produced numerous files documenting the findings. Below I am attempting to simplify by categorizing and forwarding the issues to the correct group. There are more files if anyone really wants the full set:).

I believe there are four categories of risks that need to be addressed...

1) OS and Middleware issues on the app servers - listed in the attached xls file (EMP Ex. 4 CBI VulnerabilityReport.xlsx)

Unix Team (Macon) and Middleware Team (LeAnn) - Can you please address the OS-level or Middleware-level vulnerabilities? Perhaps you can provide a general statement about your Agency approved patching practices that EMP can use to respond to the auditors.

2) Vulnerabilities on the databases – listed in the attached xlsx files (EMP Ex. 4 CBI Database – ESC Summary Export.xlsx)

DBSS (Doug) – Can you please address the database vulnerabilities? Similar to OS and Middleware, perhaps there is a general statement that could be made about approved patching practices for all Oracle dbs.

3) Port issues – listed in the attached file (EPA EMP Services Report.pdf)

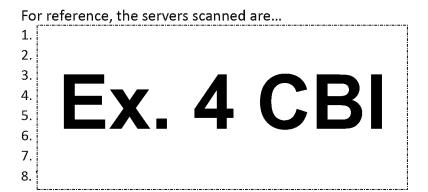
Unix Team (Macon) - can you please respond the open issues in the report?

4) App scans – cross-site scripting vulnerability documented on page 8 of the penetration testing file (00.EPA EMP Penetration Testing Report.pdf)

CRGT (Jessica)— Can you please look into this cross-site scripting vulnerability?

Please let me know if you need additional information about what is being asked. Please forward your responses back to Rob Thomas from the EMP team, cc'd here.

Thanks for your help on this, Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808



From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

Sent:

8/4/2014 2:18:25 PM

To: Crawford, David [Crawford.DavidE@epa.gov]

Subject: FW: EMP CAM Audit

Dave,

Need scan docs, per the email below.

Thanks, Dan

From: Ferko, Dan

Sent: Thursday, July 24, 2014 3:35 PM

To: Crawford, David Cc: Spradling, LeAnn Subject: EMP CAM Audit

Dave,

EMP is currently undergoing an audit, and needs info about many things. There are two items below (24 A and C) that fall into the app/code scan category. They are looking for recent results for vulnerability scans. There are at least four EMP apps (OilDB, Equipment, EMP Admin, FR – Field Readiness) that have undergone scans fairly recently. Can you please provide the scan results for those? Please send them to me and I will forward to Stephen Fogarty, who is collecting feedback from Hosting, NSOC, CAM, etc.

	Vulnerability Scan Results	RA				
	Please provide the most recent <b>credentialed</b> vulnerability scan results (i.e. McAfee Vulnerability Manager) to include:		0.5		NetSec	
24	A. Web Application scan results (if applicable) (i.e. HP Webinspect)		25- Jul- 14	5657	CAM - App Scan results	David Crawford
	B. Database scan results (if applicable) (i.e. Accunetix)		14		CAM - DB scan if avail	Doug Smith
	C. Code scan results (if applicable) (i.e. Veracode)				CAM - App Scan results	David Crawford

Let me know if I can provide any other info.

Thanks,

Dan

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 12/3/2014 9:33:37 PM

**To**: Thomas, Rob [Thomas.Rob@epa.gov]

CC: Dunham, Adam [Dunham.Adam@epa.gov]; Fogarty, Stephen [Fogarty.Stephen@epa.gov]

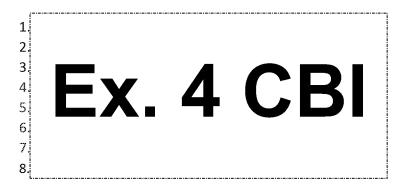
Subject: EMP Risk Assessment

### Rob,

Some of the scan results that were forwarded for the EMP CMA involved OAM servers (shown in red below), which are not owned by EMP. These are infrastructure type servers providing authentication or authorization services across many apps. Despite showing up in architecture diagrams, we don't believe that EMP should be responding for those systems. Per Adam Dunham, those are part of the WAM infrastructure, which is scanned separately and has open Ex. 4 CBI for any vulnerabilities.

Can you respond to the EMP auditor that those servers are to be excluded in your responses to their findings?

### Thanks, Dan



From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 12/3/2014 10:19:56 PM

To: Smith, Doug L [Smith.Douglas@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Unix Group

[group.unix@epa.gov]

**CC**: Fogarty, Stephen [Fogarty.Stephen@epa.gov]

Subject: EMP CMA

Attachments: EMP\_Ex.4 CBI\_VulnerabilityReport\_Dec3.xlsx

Hello all,

In the attached spreadsheet, which are the scan findings related to EMP vulnerability assessment, I've done my best to identify which group needs to address each issue. I've made the assignment in the column L (Assignment).

Doug – For those flagged with Assignment set to "[Ex. 4 CBI], can you forward to the right person from your team and provide standard responses?

For those flagged with Assignment set to "Covered by Quarterly Ex. 4 CBI PSU Patches", please confirm that this is true...that the Quarterly PSUs will cover this issue, or provide a response to indicate how it will be addressed.

LeAnn – For those flagged with Assignment set to "Covered by Quarterly Middleware Patching", please confirm that this is true, or provide a response to indicate how it will be addressed.

Unix Group – For those flagged with Assignment set to "Hosting", can you forward to the right person from your team and provide standard responses?

All – don't worry about those with nothing in the Assignment column.

Thanks,

Daniel Ferko, PMP (Contractor) Project Manager CGI Federal ferko.daniel@epa.gov (919)294-0808

Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP From: (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN] Sent: 12/3/2014 11:11:16 PM Ferko.Daniel@epa.gov To: Subject: **Patching Statements** In regard to the risk assessment being performed for the EMP system, many of the identified scan vulnerabilities are covered under regularly scheduled patching efforts. These efforts are described below, to provide the auditors with a response for many of the reported vulnerabilities. **CAM Middleware Quarterly Patching** On a quarterly basis, the CAM Middleware team applies **Ex. 4 CBI** and **Ex. 4 CBI** upgrades for the environments they support. The patches applied are the most current patches available, and the old versions are frequently left on the servers in a disabled state for a short duration after upgrading. CAM Ex. 4 CBI supports the Ex. 4 CBI support installed in the **Ex. 4 CBI** directories on dedicated EMP app servers **Ex. 4 CBI** and **Ex. 4 CBI**. **CAM Oracle Database Quarterly Patching** On a quarterly basis, the CAM [EX. 4 CBI] team applies [EX. 4 CBI] security patches to the NCC [EX. 4 CBI] database servers they support. Those patch sets apply to the Ex. 4 CBI databases and the Ex. 4 CBI installations located in the / Ex. 4 CBI or Ex. 4 CBI directories on database servers magma (EMP dedicated) and Ex. 4 CBI (shared). **Hosting Unix Patching** 

On a semiannual basis the Ex. 4 cell earn applies the latest OS patches to Unix systems. The Unix team supports the EMP

dedicated servers Ex. 4 CBI and the shared database server Ex. 4 CBI.

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 11/17/2014 7:04:25 PM

To: Ventura, Pablo [Ventura.Pablo@epa.gov]
Subject: RE: Starts of EMP servers for RH6 upgrade

Fractal, the staging server, has been converted to RH6. I believe the replacement for **Ex. 4 CBI**) should be available this week, and is scheduled to go into prod in early Dec.

### Dan

From: Ventura, Pablo

Sent: Monday, November 17, 2014 11:23 AM

**To:** Ferko, Dan

Subject: Starts of EMP servers for RH6 upgrade

Hi Dan,

I am just checking on the status of the following RH6 upgrade servers. Have these been built out, or still pending buildout until more space is available?

Ev 4 CDI	DMZ production		EMP <sub>Ex.4 CBI</sub> production 5		Dan Ferko In Process	
EX. 4 CBI	intranet	staging	EMP Ex. 4 CBI staging	5	Dan Ferko In Process	

### **Thanks**

Pablo Ventura, PMP (Contractor) CGI Federal (O) 703 227-4716 (m) 571 383-4877

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 11/26/2014 8:04:44 PM

**To**: ADC Project Coordinators [ADC\_Project\_Coordinators@epa.gov]

**Subject**: Accepted: EMP Risk Assessment

Location: Bridge: Ex. 4 Conference Line/Access Code / Passcode Ex. 4 Conference Line/Access Code

**Start**: 12/3/2014 7:00:00 PM **End**: 12/3/2014 7:30:00 PM

Show Time As: Busy

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 11/24/2014 5:52:18 PM

**To**: ADC Project Coordinators [ADC\_Project\_Coordinators@epa.gov]

Subject: Accepted: EMP ADCs Biweekly Status Meeting

Location: Bridge Ex. 4 Conference Line/Access Code PassCode Ex. 4 Conference Line/Access Code

**Start**: 11/26/2014 4:00:00 PM **End**: 11/26/2014 4:30:00 PM

Show Time As: Busy

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 11/24/2014 5:52:26 PM

**To**: ADC Project Coordinators [ADC\_Project\_Coordinators@epa.gov]

Subject: Accepted: EMP RH6 Technical Meeting (Post Regular EMP call)

Location: Bridge: Ex. 4 Conference Line/Access Code Passcode: Ex. 4 Conference Line/Access Code

**Start**: 11/26/2014 4:30:00 PM **End**: 11/26/2014 5:00:00 PM

Show Time As: Busy

From: Ferko, Dan [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A4C5BBC2D1D4573AB7F2255C4C616E7-FERKO, DAN]

**Sent**: 11/12/2014 7:52:00 PM

To: Reed, Bill [Reed.Bill@epa.gov]; Welch, Rick [Welch.Rick@epa.gov]

**CC**: Smith, Doug L [Smith.Douglas@epa.gov]

Subject: EMP Admin Change

Bill, Rick,

On the EMP call today at 2, the EMP Developer noted that they will be looking to bring down one of the Ex. 4 cbi components of the EMP Admin module early next week. The developer, Jessica Ferguson from CRGT, said she would send an email with the specifics. This is just a heads up...which is probably as informative as telling you that "something will change next week". ③

Sorry I don't have more info.

Dan

### Greetings Jibri,

I hope you are having a pleasant day! Please see the below details in regards to the unofficial rough order of magnitude for your FY18 **SRF Tracker Updates.** The FY17 Registration ID is **RWDMOUEH.** Please review the disclaimer.

### **FY18 Project Support**

CSRA shall provide the following support:

- Review and learn the existing application.
- Create a new design for the dashboard on the Home Page.

### Edit Tracker Page

- For each finding level, provide a list of only those metrics that apply to each media chapter.
- o Once a report chapter is finalized, a date option needs to be provided. When the final option is selected, this would be the final date for the published media chapter
- o Create a drop down, or the ability to flag, recommendations that are considered repeat

### • Report Executive Summary

- In developing the report executive summary, the content needs to pull from the individual media chapter executive summaries. Allow writer the ability to "flag/select" findings in media chapter executive summaries to transfer to or populate report executive summary.
- Once the report executive summary is complete, it needs to provide a final and date option. The final date of the executive summary will become the final date of the full report containing all media chapters.
- o In searching for executive summaries, remove the review years and report date as search options. The only search options should be:
  - Region
  - State
  - Round
  - Media (including all)

### Full Reports Page

- Remove the review year and final report date as a search option. The only search options should be:
  - Region
  - State
  - Round
  - Media (including all)
- Eliminate today's date as the report date on the cover of the report. The date of the final report should be date the report executive summary was finalized.
- Provide capability to export final report into MS Word template

### Parameter Setup

- Metrics
  - Create the ability to identify and/or sort the metrics by media. One option to consider would be to create a media field when editing or adding a metric. This could be under the metric description box.

### Regions

- Remove any edit options for changing the Region and the states (e.g., remove Add Region or edit state options). Only allow changes to localities.
- Notifications
- Ensure that existing email notifications can be easily changed by site administrators

For the most up-to-da	ite list of technologies su	pported for this scope of work please visit the [
HYPERLINK "[	Ex. 4 CBI	' ] site.
Hours/Dollars ROM:		
Labor Amount: \$19,2	45.77	
Labor Hours: Ex. 4 CBI		

### DISCLAIMER:

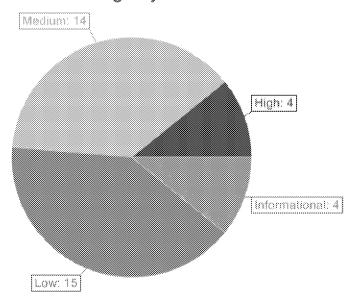
This estimate is a rough order of magnitude. This ROM is using FY17 rates, however, the work is scheduled to be completed of the course of FY18 and will use FY18 rates. An updated estimate will be created once FY18 rates are established.

Assets: Ex.4CBI on [Ex.4CBI (emp[Ex.4CBI

A database security scan was performed on a number of systems on your network. This review tested the security posture and completed a database access diagnostic based on selected controls within the policies used.

This report displays a summary list of all database finding results using the filters enabled from the Policy Results view. To review a more detailed list of all database finding results with more complete details and fix information, generate a Vulnerability Details report.

## Findings by Risk



# Asset Findings for 134.67.222.55 on 1521 (empprd) Asset Name Asset Type Database/Instance/ SID Version Vulnerability Count Ex. 4 CBI (emp) Ex. 4 CBI Database 37

FISMA - Audit (Built-in) (Framework: SHATTER) Sep 09, 2014 1:36 PM - Sep 09, 2014 2:18 PM

### Remote login password file not disabled

Authentication through the remote login password file is enabled.

Occurrences: 1

### ⚠ Privilege to execute ..... FILE granted to PUBLIC

The EXECUTE privilege on the Ex. 4 CBI\_FILE package has been granted to the PUBLIC role.

Occurrences: 1

### Privilege on database link table

An account or roles has been granted permissions to modify or read the database links table (SYS.LINK\$).

Occurrences: 4

Generated Sep 15, 2014 4:26 PM, Provided by AppDetectivePROI\*, a Trustwave product

Page 1 of 5

### Create library privilege

Found an account or role with the system privilege CREATE LIBRARY or CREATE ANY LIBRARY.

Occurrences: 5

### System privilege granted to account

System privileges has been granted to an account instead of a role.

Occurrences: 279

### Account granted ALTER SYSTEM privilege

Found an account granted the system privilege ALTER SYSTEM.

Occurrences: 4

### Account can grant any role

An account has been granted the privilege GRANT ANY ROLE.

Occurrences: 6

### Account can replace public links

An account has been granted the privilege DROP PUBLIC DATABASE LINK and CREATE PUBLIC DATABASE LINK.

Occurrences: 2

### Account can create public synonyms

An account has been granted the privilege CREATE PUBLIC SYNONYM.

Occurrences: 8

### Account can become another user

An account has been granted the privilege BECOME USER or ALTER USER.

Occurrences: 6

### Easily-guessed role password

A password for a role was guessed.

Occurrences: 60



### Profile settings - Password Life Time

A profile has been found with the **Ex. 4 CBI** parameter not within the parameters set for the security policy.

Occurrences: 1



### Object privilege granted to PUBLIC

Object privileges have been granted to the PUBLIC role.

Occurrences: 4630



### Expired password

Generated Sep 15, 2014 4:26 PM, Provided by AppDetectivePRO\*\*, a Trustwave product

Page 2 of 5

An expired password was found.

Occurrences: 4

### Overdue password change

A user has not changed his or her password within the allowed time.

Occurrences: 59

### Application user role privileges

DBMS application users are granted administrative privileges to the DBMS.

Occurrences: 6

### PUBLIC access to restricted packages

The PUBLIC role has been granted the EXECUTE privilege on one of the following packages:

Ex. 4 CBI

Occurrences: 4

### Object ownership

Excessive privileges assigned to ownership of objects can lead to unauthorized object grants and alterations.

Occurrences: 70

### Roles granted WITH ADMIN OPTION

A role has been granted using the WITH ADMIN OPTION.

Occurrences: 70

### Account granted the predefined role RESOURCE

The predefined role RESOURCE has been granted to an account.

Occurrences: 12

### Accounts with SYSTEM as default tablespace

An account's default tablespace is SYSTEM.

Occurrences: 1

### Privilege to execute UTL\_SMTP granted to PUBLIC

The EXECUTE privilege on the Ex. 4 CBI package has been granted to the PUBLIC role.

Occurrences: 1

### Privilege to execute Ex. 4 CBI granted to PUBLIC

The EXECUTE privilege on the Ex. 4 CBI HTTP package has been granted to the PUBLIC role.

Occurrences:

### ⚠ Privilege to execute EX 4 CB TCP granted to PUBLIC

The EXECUTE privilege on the **Ex. 4 CBI** package has been granted to the PUBLIC role.

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Page 3 of 5

Occurrences:

### SQL92\_SECURITY parameter not enabled

The SQL92\_SECURITY parameter is not set to TRUE.

Occurrences: 1

### Account granted the predefined role DBA

The predefined role DBA has been granted to an account.

Occurrences: 3

### Privilege granted to SELECT from data dictionary

Found an account or role which has been granted access to select from the data dictionary.

Occurrences: 4299

### Account associated with DEFAULT profile

Found an account associated with the DEFAULT profile.

Occurrences: 97

### Privilege to execute DBMS\_RANDOM granted to PUBLIC

The EXECUTE privilege on the **Ex. 4 CBI** package has been granted to the PUBLIC role.

Occurrences: 0

### System privilege granted WITH ADMIN OPTION

A system privilege has been granted using the WITH ADMIN OPTION.

Occurrences: 27

### Object privilege grantable

An object privileges has been granted using the WITH GRANT OPTION.

Occurrences: 1806

### Object privilege granted to account

Object privileges has been granted to an account instead of a role.

Occurrences: 20230

### System privilege with ANY clause

Found a system privilege granted with the ANY keyword.

Occurrences: 139

### Non-standard account with DBA role

A non-standard account has been granted the DBA role.

Occurrences: 1

### OS authentication prefix

Generated Sep 15, 2014 4:26 PM, Provided by AppDetectivePRO\*\*, a Trustwave product

The OS\_AUTHENT\_PREFIX parameter is set to OPS\$.

Occurrences: 1

Role without password

The role does not require a password to be used.

Occurrences: 60

Locked account

A locked account was found.

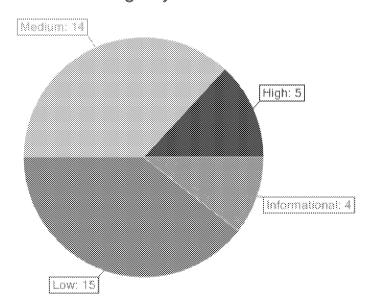
Occurrences: 41

Assets: Ex. 4 CBI on [Ex. 4 CBI] (emp[ex. 4 CBI]

A database security scan was performed on a number of systems on your network. This review tested the security posture and completed a database access diagnostic based on selected controls within the policies used.

This report displays a summary list of all database finding results using the filters enabled from the Policy Results view. To review a more detailed list of all database finding results with more complete details and fix information, generate a Vulnerability Details report.

# Findings by Risk



Asset Findings for 134.67.2	21.99 on 1521 (emp	9 <b>3(g</b> )		
Asset Name	Asset Type	Database/Instance/ SID	Version	Vulnerability Count
Ex.4CBI (emp{s.cs	Ex. 4 CBI	emp <sub>[Ex.4CB]</sub>	Ex. 4 cBi 11g Database	38

FISMA - Audit (Built-in) (Framework: SHATTER) Sep 09, 2014 1:36 PM - Sep 09, 2014 2:15 PM

### A Remote login password file not disabled

Authentication through the remote login password file is enabled.

Occurrences: 1

# ⚠ Privilege to execute Ex.4 CBI FILE granted to PUBLIC

The EXECUTE privilege on the Ex. 4 CBI FILE package has been granted to the PUBLIC role.

Occurrences: 1

### Latest patchset not applied

The latest patchset for Ex. 4 CBI has not been installed.

Occurrences: 1

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### Privilege on database link table

An account or roles has been granted permissions to modify or read the database links table Ex. 4 CBI

Occurrences: 3

### Create library privilege

Found an account or role with the system privilege CREATE LIBRARY or CREATE ANY LIBRARY.

Occurrences: 7

### System privilege granted to account

System privileges has been granted to an account instead of a role.

Occurrences: 318

### Account granted ALTER SYSTEM privilege

Found an account granted the system privilege ALTER SYSTEM.

Occurrences: 4

### Account can grant any role

An account has been granted the privilege GRANT ANY ROLE.

Occurrences: 8

### Account can replace public links

An account has been granted the privilege DROP PUBLIC DATABASE LINK and CREATE PUBLIC DATABASE LINK.

Occurrences: 2

### Account can create public synonyms

An account has been granted the privilege CREATE PUBLIC SYNONYM.

Occurrences: 9

### Account can become another user

An account has been granted the privilege BECOME USER or ALTER USER.

Occurrences: 6

### Easily-guessed role password

A password for a role was guessed.

Occurrences: 65

### Profile settings - Password Life Time

A profile has been found with the [ parameter not within the parameters set Ex. 4 CBI for the security policy.

Occurrences: 1



### Object privilege granted to PUBLIC

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Page 2 of 5

Object privileges have been granted to the PUBLIC role.

Occurrences: 4808

### Expired password

An expired password was found.

Occurrences: 5

### Overdue password change

A user has not changed his or her password within the allowed time.

Occurrences: 83

### Application user role privileges

Ex. 4 CBI application users are granted administrative privileges to the Ex. 4 CBI

Occurrences: 144

### PUBLIC access to restricted packages

The PUBLIC role has been granted the EXECUTE privilege on one of the following packages:

Ex. 4 CBI

Occurrences: 4

### Object ownership

Excessive privileges assigned to ownership of objects can lead to unauthorized object grants and alterations.

Occurrences: 70

### Account granted the predefined role RESOURCE

The predefined role RESOURCE has been granted to an account.

Occurrences:

### Roles granted WITH ADMIN OPTION

A role has been granted using the WITH ADMIN OPTION.

Occurrences: 76

### Accounts with SYSTEM as default tablespace

An account's default tablespace is SYSTEM.

Occurrences: 1

### Privilege to execute Ex. 4 CBI granted to PUBLIC

The EXECUTE privilege on the **Ex. 4 CBI** package has been granted to the PUBLIC role.

Occurrences: 1

### Privilege to execute Ex. 4 CBI granted to PUBLIC

The EXECUTE privilege on the **Ex. 4 CBI** package has been granted to the PUBLIC role.

Generated Sep 15, 2014 4:20 PM, Provided by AppDetectivePRO\*\*, a Trustwave product

Page 3 of 5

Occurrences: Privilege to execute Ex. 4 CBI granted to PUBLIC The EXECUTE privilege on the **Ex. 4 CBI** package has been granted to the PUBLIC role. Occurrences: 1 Ex. 4 CBI parameter not enabled The Ex. 4 CBI parameter is not set to TRUE. Occurrences: 1 Account associated with DEFAULT profile Found an account associated with the DEFAULT profile. Occurrences: 90 Account granted the predefined role DBA The predefined role DBA has been granted to an account. Occurrences: 3 Privilege granted to SELECT from data dictionary Found an account or role which has been granted access to select from the data dictionary. Occurrences: 4144 Privilege to execute DBMS\_RANDOM granted to PUBLIC The EXECUTE privilege on the **Ex. 4 CBI** package has been granted to the PUBLIC role. Occurrences: 0 System privilege granted WITH ADMIN OPTION A system privilege has been granted using the WITH ADMIN OPTION. Occurrences: 27 Object privilege grantable An object privileges has been granted using the WITH GRANT OPTION. Occurrences: 1892 Object privilege granted to account Object privileges has been granted to an account instead of a role. Occurrences: 19301

### System privilege with ANY clause

Found a system privilege granted with the ANY keyword.

Occurrences: 150

### Non-standard account with DBA role

Generated Sep 15, 2014 4:20 PM, Provided by AppDetectivePROI\*, a Trustwave product

A non-standard account has been granted the DBA role.

Occurrences: 1

OS authentication prefix

The Ex. 4 CBI parameter is set to [Ex. 4 CBI]

Occurrences: 1

Role without password

The role does not require a password to be used.

Occurrences: 65

Locked account

A locked account was found.

Occurrences: 61

**Application Name:** 

Planned Date of Production Release:

Note - This change does not impact financial systems.

Reason for Change:

Impacted Service Area(s) (e.g. email, Hosting, Telecom): n/a
Impacted Locations(s) (e.g. Potomac Yards, NCC, Region 1): n/a

Device(s) Involved: servers whatever and whatever

Impact of Change on System Security (e.g. affect on security controls):

Outage Required? (Y/N):

OEI Notification? (Y/N): this is usually N
EZ Tech Notification? (Y or N) this is usually N

Other Notification: this is usually N

If Expedited or Emergency, Reason for Timing: usual answer for an

emergency ticket is "insufficient lead time"

If Emergency, CAB Approver: N/A

Step-by-Step Implementation Plan (Please include an explanation if security measures need to be suspended during the actual implementation):

Need high level implementation steps

Pre-Test Plan (Testing should include impact of the change on system security (e.g. effect on security controls):

Approx. one sentence – "tested in staging environment" or "tested in development" or similar

**Post-Change Verification Plan:** 

Step-by-Step Back-Out Plan:

"undeploy and revert to previous version" or whatever.

OLEM's EMP - Oil DB Ex. 4 CBI App VEX. 4 CBI Oct. 3, 2017
This change does NOT impact financial systems
Deployment of VEX 4 CBB to production on dedicated EMP servers
n/a (dedicated EMP servers) n/a (dedicated EMP servers)  Ex. 4 CBI No impact [Ex. 4 CBI] will be deployed to the same containers as the previous versions, and the code will have successfully passed a vulnerability scan
Y (but only for the EMP Oil DB app, and per approval from OLEM EMP. N N
Not emergency
The current <b>Ex. 4 CBI</b> will be removed from the active container and placed in a backup location. The <b>Ex. 4 CBI</b> code will be deployed and the <b>Ex. 4 CBI</b> will be restarted.
The app will have been deployed to the EMP staging app server <b>Ex. 4 CBI</b> , and tested by the development team.
The NCC deployment person will contact the EMP developers to test the application in production, prior to opening the app for general access.
Roll back to the Ex. 4 CBI code that is currently in production.

### **Major Accomplishments**

**Application Deployment and Support** 

Ex. 4 CBI

### Operational Risks, Issues, Outages

### **Application Deployement and Support**

- · Many customers have reported issues with the stability of the EPA network
- Many customers are looking for a communication regarding the outage associated with the West End move, initially scheduled for Veterans Day weekend

Ex. 4 CBI

### **Completed Tasks**

**Application Deployment and Support** 

Ex. 4 CBI

•

# Ex. 4 CBI

NCC Application Deployment Report for dates 10/01/2017 - 10/31/2017

ADC # / Name Customer NCC POC TPM

Original Deploy<br/>mentPlanned / Actual Deploymen<br/>bateWas Deployed Planned / Deployed Planned / Plan

Ex. 4 CBI

08/31/20 10/13/2017 Yes

No

Late Code Drop:

### **Ongoing Tasks**

**Application Deployment and Support** 

Ex. 4 CBI

	Address CMA findings for customers (EMP, CMS)
*	Ex. 4 CBI
•	In support of SEMS, and under the SEMS DR ADC, the SEMS 603 metal server was converted to VM. This conversion involved duplicating the 603 drives, one of which hosts 30T of pdf files. The cutover involved a planned outage and coordination across both SEMS and CSRA teams. In support of OLEM's Emergency Management Portal (EMP), we addressed dozens of security controls by reviewing and providing evidence to respond to auditors. The reviews take place on a regular basis, and involve typical application controls, and also controls related to the handling of
•	PII data within EMP.
•	
•	

# Ex. 4 CBI

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#### **New Tasks**

#### **Application Deployment and Support**

Ex. 4 CBI

- EMP needs their apps configured to support the upload of large documents (30M) and to compress these uploaded docs
- Ex. 4 CBI
- OLEM's EMP program is looking to open their apps for the submission of video files, and they have concerns about space consumption. The recommendation from the DBA team is to get EMP upgraded to Ex.4CBI at which time they can take advantage of the Secure File feature within Ex.4CBI. A test of the compression ratio using this option will be conducted in EMP's staging database.

Ex. 4 CBI

#### **Planned Activities Next Month**

**Application Deployment and Support** 

ADC # / Name

Customer NCC

Gonzalo John Melendez McC

Ex. 4 CBI

Gonzalo Johr
Melendez McC
William Pau
Bushee Cust
Dion Saxton McC
Chenise
Farquharson Bria
Matthew Tim
Kelly Rich

EPA-2019-007286\_Leckner

# Ex. 4 CBI

Lawrence Bria Lee Andre Grav Cleveland Ferr Jennifer Pau Bohman Cusi Samuel Johr Thacker McC Johr Sarah Lopez McC Dwayne Bria **DeFreitas** Samuel Johr Thacker McC James Bria Cunningham Pau Mike James Cusi Craig Crai Fosnock Fosr

**Greg Duke** 

Pau

Cusi



# Web Application Report

This report includes important security information about your web application.

## Security Report

This report was created by IBM Security AppScan Standard 9.0.3.7, Rules: 12428 Scan started: 12/18/2017 11:00:22 AM

## Table of Contents

#### Introduction

- \* General Information
- Login Seitings

#### Summary

- Issue Types
- Vulnerable URLs
- \* Fix Recommendations
- Security Risks
- Causes
- \* WASC Threat Classification

## Issues Sorted by Issue Type

12/22/2017

## Introduction

This report contains the results of a web application security scan performed by IBM Security AppScan Standard.

Total security issues discovered in the scan: 418

#### General Information

Scan file name: EMP FR 12.3-20171218 Scan started: 12/18/2017 11:00:22 AM

Test policy: Default

Host empstg.epa.gov

Port 0

Operating system: Unknown Web server: Apache

Application server: JavaAppServer

#### Login Settings

Login method: Recorded login

Concurrent logins: Enabled

JavaScript execution: Disabled

in-session detection: Enabled

in-session pattern: >Logout<

Tracked or session ID cookies: ObSSOCookie

JSESSIONID JSESSIONID

Tracked or session ID parameters: [JSESSIONID]

nocache

Login sequence:

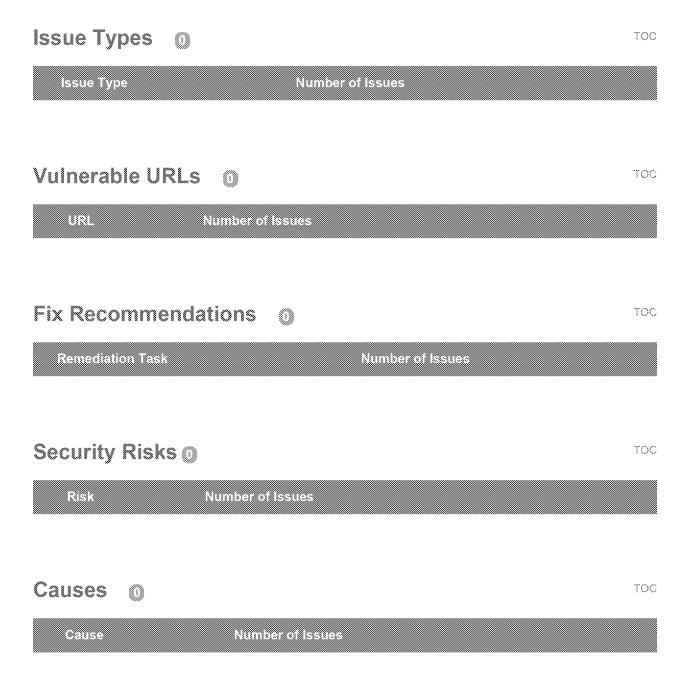
Ex. 4 CBI

12/22/2017 2

# Ex. 4 CBI

12/22/2017

# Summary



12/22/2017 4

## **WASC Threat Classification**

TOC

Threat

Municipalities res

12/22/2017 5



# Web Application Report

This report includes important security information about your web application.

## Security Report

This report was created by IBM Security AppScan Standard 9.0.3.6 iFix003, Rules: 10565 Scan started: 11/16/2017 10:00:04 AM

## Table of Contents

#### Introduction

- \* General Information
- Login Seitings

#### Summary

- Issue Types
- Vulnerable URLs
- \* Fix Recommendations
- Security Risks
- Causes
- \* WASC Threat Classification

## Issues Sorted by Issue Type

11/20/2017

## Introduction

This report contains the results of a web application security scan performed by IBM Security AppScan Standard.

Total security issues discovered in the scan: 270

#### General Information

Scan file name: EMP OilDB v13.5.2-20171115 Scan started: 11/16/2017 10:00:04 AM

Test policy: Default

Host empstg.epa.gov

Port 0

Operating system: Unknown

Web server:

Application server:

Ex. 4 CBI

#### Login Settings

Login method: Recorded login

Tracked or session ID parameters: [JSESSIONID]

nocache

Login sequence:

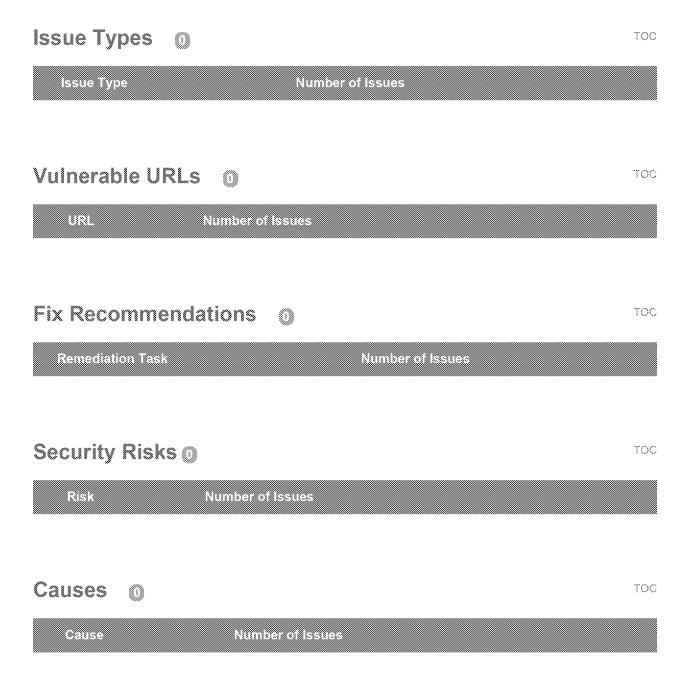
Ex. 4 CBI

11/20/2017 2

# Ex. 4 CBI

11/20/2017

# Summary



11/20/2017 4

## **WASC Threat Classification**

TOC

Threat Number of Issues

11/20/2017 5



# Web Application Report

This report includes important security information about your web application.

## Security Report

This report was created by IBM Security AppScan Standard 9.0.3.5 iFix002, Rules: 9333 Scan started: 7/31/2017 8:41:52 AM

## Table of Contents

#### Introduction

- » General Information
- Login Seitings

#### Summary

- \* Issue Types
- Vulnerable URLs
- \* Fix Recommendations
- Security Risks
- Causes
- \* WASC Threat Classification

## Issues Sorted by Issue Type

7/31/2017

## Introduction

This report contains the results of a web application security scan performed by IBM Security AppScan Standard.

Total security issues discovered in the scan: 75

#### General Information

Scan file name: EMP SMA 18.1.1-20170731 Scan started: 7/31/2017 8:41:52 AM

Test policy: Default

Host empstg.epa.gov

Port Operating system: Unix

Web server:

Ex. 4 CBI Application server:

#### Login Settings

Login method: Recorded login

Concurrent logins: Enabled JavaScript execution: Disabled In-session detection: Enabled In-session pattern: >Logout< Tracked or session ID cookies: ObSSOCookie JSESSIONID

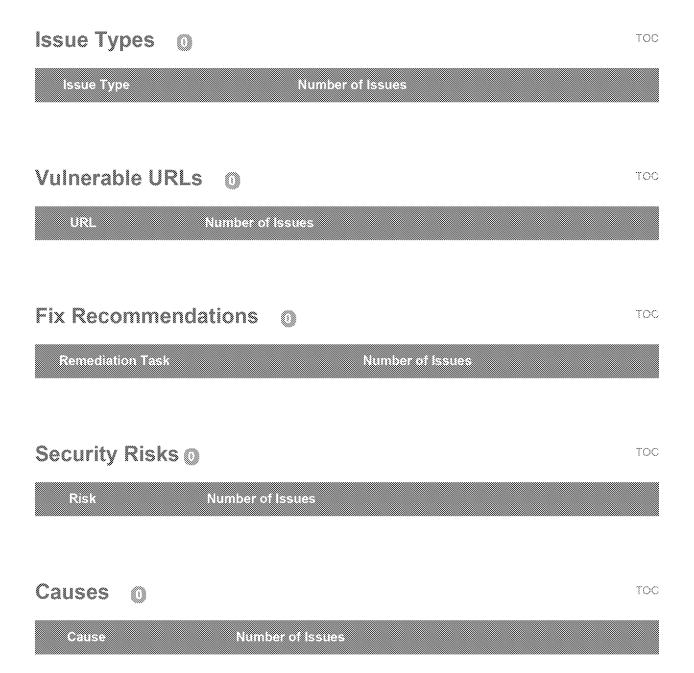
Tracked or session ID parameters: [JSESSIONID]

Login sequence:

Ex. 4 CBI

7/31/2017 2

# Summary



7/31/2017

## **WASC Threat Classification**

TOC

Threat

Number of Series

7/31/2017 4